

## SMARTALK

### Critical Information Summary

#### *Smartalk Mobile Broadband Month to Month*

#### Information About The Service

##### *The service:*

These plans are Post-paid Mobile Broadband services which include a monthly data allowance for use within Australia.

##### *Key Details:*

Your data allowance includes uploads and downloads. Monthly Access Fees are charged one month in advance. Included Data are subject to a pro rata calculation in your first month of activation. You may upgrade or downgrade your plan at any time. Your new plan will start in the next billing cycle.

##### *Hardware*

You need a compatible mobile broadband device to use with this service. You can either:

- Bring your own device. To check its compatibility please call Smartalk on 1300 680 215 and inform the service representative of the make and model of the device.
- Purchase a device from Smartalk. You can pay for it in full on your next bill or pay it off in 24 monthly repayments.
- Smartalk can provide you with a device that must be returned once the service has been terminated. Failure to return the device will result in a \$300 charge added to your final bill.

##### *Minimum term:*

The minimum contract term is 1 month.

##### *Important conditions:*

Monthly data inclusions are set out in the table below.

If you use more than your included data we'll automatically give you another 1GB for \$10. If you use more than 150GB on a single billing account we may continue to charge you at the same rates or restrict your data until next billing period. Data expires at the end of each billing month.

My Mobile Broadband Plus plans do not include an allowance for standard national and international SMS and MMS.

You also cannot use your plan's included data whilst overseas.

Fair Go Policy applies, our Fair Go Policy can be found at [www.smartalk.com.au/fairgopolicy](http://www.smartalk.com.au/fairgopolicy).

#### Information About Pricing

##### *Minimum monthly charge:*

Monthly Included Allowance	XS	S	M	L
Data	1GB	3GB	8GB	15GB
Minimum Monthly Charge	\$20.00	\$30.00	\$45.00	\$65.00
Cost of 1MB	\$0.02	\$0.01	\$0.005	\$0.004

##### *Mobile Excess Data Charges:*

You will receive SMS warnings when data use reaches 50%, 85% and 100% of included data. If included or shared data is exceeded, your account will be automatically topped up with 1GB of data, charged at \$10 per 1GB. There is a maximum of 5 to pups that can be applied against excess data usage. Should you require more data, please contact Smartalk on 1300 680 215.

#### *Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months, times the minimum monthly contract charge. The maximum EFT per service is dependent on how many months the service has been active and in use.

#### **Other Information**

#### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1 300 680 215 or by sending an email to [info@smartalk.com.au](mailto:info@smartalk.com.au) if you have any questions, would like to give feedback or complain.

#### *Telecommunications Industry Ombudsman*

We are dedicated to excellence in servicing our clients. There are many ways for you to contact us:

- Email us at [info@smartalk.com.au](mailto:info@smartalk.com.au)
- Call us on 1300 215 680, 9am – 5pm, Monday to Friday.

We will do our best to solve your problem during our first contact. If for some reason, you are not satisfied with the service we have provided. Or we are unable to resolve your issue to your satisfaction please visit <https://smartalk.com.au/contact/>

If you are still not satisfied, you may seek assistance from the Telecommunications Industry Ombudsman (TIO).

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>