

Critical Information Summary

Exetel Business Mobile Broadband Post-paid Fleet Plans

Service Description

Exetel Business Mobile Broadband (MBB) Post-paid Fleet plans offer a 4G and 5G mobile voice service. We use the Telstra Wholesale Mobile Network, learn more at <https://www.telstrawholesale.com.au/mobile-network.html> The Exetel Business Mobile MBB Post-paid Fleet plans include a monthly plan cycle and are available for personal business use only. The plans have monthly plan fees with included and unlimited allowances and are provided for use in Business Mobile Fleets of up to 300 combined Mobile Voice and Mobile Broadband services where the individual plan data allowances are pooled and shared by all services within the Fleet.

Customer Equipment Required

A compatible mobile (with the Telstra Wholesale 4G and or 5G) broadband device is required to gain access to the service and is required to be operated inside the coverage area. More information on device requirements and coverage is available here:

<http://www.exetel.com.au/mobilephone/plans-service-availability>

Pricing Information:

All charges including GST.

Plan Name	Month Plan Fee	Included Data	Data cost per GB	Speed Cap
Small MBB	\$20	10GB	\$2.00	Download Speeds are capped at 100 Mbps
Medium MBB	\$30	40GB	\$0.75	4G Download Speeds are capped at 100 Mbps 5G Download Speeds are capped at 150 Mbps
Large MBB	\$50	80GB	\$0.63	

Speed Cap Disclaimer for Small MBB. 4G Download speeds are capped at 100Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Speed Cap Disclaimer for Medium MBB and Large MBB plan. Download speeds are capped at 250Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Plan fees are payable in advance and will be automatically charged every month, excess usage and PAYG charges for non-included data will be charged monthly in arrears. The included national data allowance, which includes all usage for both uploads and downloads, expires at the end of each monthly plan cycle with any unused data being forfeited. This is not a stand-alone service and must be used as part of a Business Mobile Fleet plan with other Exetel Mobile Voice and Mobile Broadband Post-paid Fleet plan service where the monthly data allowance is pooled with other services within the Fleet. There is no early termination fee, and if you cancel your service, any remaining monthly plan fee will be refunded on a prorated basis.

The Exetel Business Mobile Broadband Post-paid Fleet plans also come with two Fleet specific optional add-on plans and one Service specific optional add-on plans as follows:

Add-on Plan	Fleet or Service	Price	Plan Validity	What Happens at end of plan validity or allowance
10 x 10GB** Fleet Auto Data Block Add-on	Whole Fleet	\$50 per 10GB	1 month	Excess Fleet Data charged at 4c/MB
10 x 25GB** Fleet Auto Data Block Add-on	Whole Fleet	\$100 per 25GB	1 month	Excess Fleet Data charged at 4c/MB
250MB MBB Travel pack International Roaming to 65 countries ^^	Specific Service	\$5	5 days maximum or until allowance used	You must re-purchase another Add-on

** Data is measured per kilobyte and rounded up to the nearest kilobyte.

^^ MBB Travel Pack includes 250MB of international roaming allowance. Visit www.exetel.com.au for a full list of MBB Travel Pack countries.

Additional costs

The plan price is the minimum post-paid financial commitment for the plan you select. If the Fleet that you are part of exhausts the Fleet Pooled National Data Allowance, your Fleet will incur excess data charges at 4c/MB. Your Fleet administrator can purchase an optional Auto Data Block Add-on allowance of either 10 x 10GB or 10 x 25GB per month. Once the optional Auto Data Block Add-on allowances are exhausted the 4c/MB excess data charge applies.

The Exetel Business Mobile Broadband Post-paid Fleet plans also have a per service Spend Control limit setting with values ranging from \$0 to \$2000 per month. If set to \$0, the individual service will not incur any charges beyond its monthly plan fee.

Minimum Contract Term

There is no minimum term for this post-paid service or Fleet, you can cancel any time without notice. You will be charged your monthly plan fee in advance each month and your excess or PAYG charges in arrears at the end of the month.

What is not included in these plans

This is a data only service. National talk, standard SMS and MMS cannot be used for calls and messages with this service. The included national data allowance cannot be used whilst overseas. This service is subject to the Exetel Mobile Acceptable Use Policy and Terms and Conditions:
<http://www.exetel.com.au/terms>

This is a summary only, full details on the rate table are available at: <http://www.exetel.com.au/mobilephone/plans-charges>

Using Your Service Overseas

You cannot use your included mobile data allowance if you are overseas. If you want to use your Exetel Business Mobile Broadband Postpaid Fleet plan when overseas, you'll need to ensure your Spend Control limit is not set to \$0 so you may incur PAYG international roaming charges up to your Spend Control limit or purchase the MBB Travel Pack Add-on to use included roaming allowances for up to 5 days in selected countries. You can receive SMS whilst overseas for free. You can check and manage your roaming settings in My Exetel.

You will be charged at our roaming rates which are significantly higher than your data usage rate (note, roaming is only available for certain countries). To avoid surprises, see <http://www.exetel.com.au/mobilephone/plans-roaming> for information on roaming call, message and data rates or call our Sales Team if you are unsure.

Other Information

Complaints

If you are not happy with your service, you can follow our dispute resolution process. More details are available in our Complaints Handling Policy which is accessible at <http://www.exetel.com.au/terms>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. You can pay by Direct Debit from your bank to avoid these fees

Payment Terms

This service may be restricted and/or cancelled if:

- You fail to pay your bill; or
- You breach our terms and conditions or our fair use policy, available at <http://www.exetel.com.au/terms>

Exetel Customer Contacts

New Sales Details: Contact our Business Sales Team on corporatesales@exetel.com.au or call 1300 393 835 to order a new service or change your plan.

Support Details: Contact our Business Support Team on smbsupport@exetel.com.au or call 13 39 38 to get all the help you need using your services.

Provisioning Details: Contact our Business Provisioning Team on provisioning@exetel.com.au or call 13 39 38 to get all the help you need on the status of your new service.

Billing Details: Contact our Business Billing Team on corporatebilling@exetel.com.au or call 1300 211 211 to get all the help you need regarding your service usage details and monthly bill.