

Critical Information Summary

Exetel Business Mobile Voice Post-paid Fleet Plans

Service Description

Exetel Business Mobile Voice 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 Voice 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 5G Networks) 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: <https://business.exetel.com.au/mobile-fleet>

Pricing Information:

All charges including GST.

Plan Name	Month Plan Fee	Included Data	Data cost per GB	International Calls and SMS	Speed Cap
Small	\$25	15GB	\$1.67	PAYG	Download Speeds are capped at 100 Mbps
Medium	\$40	40GB	\$1.00	Unlimited to 15 countries^	4G Download Speeds are capped at 100 Mbps 5G Download Speeds are capped at 150 Mbps
5G Voice	\$60	80GB	\$0.75	Unlimited to 15 countries^	4G Download Speeds are capped at 100 Mbps 5G Download Speeds are capped at 250 Mbps

^ Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, South Korea, Malaysia, New Zealand, Singapore, Thailand, UK and USA

Speed Cap Disclaimer for Small, Medium and 5G plans. 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 plan. Download speeds are capped at 150Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Speed Cap Disclaimer for 5G 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 usage items 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 included National Data allowance can be used in Australia to access the internet from a compatible device. The unlimited national talk allowance can be used to make calls in Australia to Australian fixed lines and mobile numbers. The Unlimited National Standard SMS and 2000 Standard Text, Picture and Video MMS allowance can be used in Australia to send standard SMS and Video MMS to Australian mobile numbers in Australia. The unlimited international call and SMS allowances can be used to make calls in Australia to overseas fixed lines and mobile numbers and send SMS's to overseas mobile numbers in selected countries.

The Exetel Business Mobile Voice Post-paid Fleet plans also come with two Fleet specific optional add-on plans and two 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
Travel Pack 7 for International Roaming to 68 countries ^^	Specific Service	\$35 per purchase	7 days maximum or until allowance used	You must re-purchase another Add-on
Travel Pack 1 for International Roaming to 32 countries ^^	Specific Service	\$10 per purchase	1 days maximum or until allowance used	You must re-purchase another Add-on

IDD*300 Minute Call Allowance~ and Unlimited SMS	Specific Service	\$6 per purchase	1 month maximum or until allowance used	You must re-purchase another Add-on
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** Data is measured per kilobyte and rounded up to the nearest kilobyte.

^^ Travel Pack 7 includes 30 call minutes, 30 SMS and 5000MB of international roaming allowance. Visit <https://business.exetel.com.au/mobile-fleet> for a full list of Travel Pack 7 countries.

^^^ Travel Pack 1 includes 20 call minutes, 20 SMS and 1000MB of international roaming allowance. Visit <https://business.exetel.com.au/mobile-fleet> for a full list of Travel Pack 1 countries.

* Bangladesh, Brazil, Canada, Chile, China, Colombia, Denmark, France, Germany, Greece, Guam, Hong Kong, India, Indonesia, Ireland, Israel, Japan, South Korea, Malaysia, New Zealand, Norway, Pakistan, Peru, Romania, Singapore, Spain, Sweden, Thailand, UK and USA.

~ Charged in 60 second increments.

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 Voice 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

The National talk, Standard SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); content packs, directory assistance or any other content services or charges. Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with '191', '193 – '197' and '199' Premium/Paid content are not possible to be accessed from the service. The included National Data allowance or International Call 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: <https://business.exetel.com.au/mobile-fleet>

The International Rate Table is available on the Exetel website: <https://business.exetel.com.au/mobile-fleet>

Using Your Service Overseas

You cannot use your Unlimited Voice call minutes, SMS/MMS allowance and included mobile data allowance if you are overseas. If you want to use your Exetel Business Mobile Voice 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 Travel Pack 7 or Travel Pack 1 Add-on to use included roaming allowances for up to 7 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 normal mobile voice calls, message sent and received and data usage (note, roaming is only available for certain countries). To avoid surprises, see <https://business.exetel.com.au/mobile-fleet> 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 <https://www.tio.com.au/complaints>

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.