

Critical Information Summary – Mobile data (no voice)



Information about the service

What is the service?

Aussie Broadband's mobile data service is a "SIM-only" service for use with existing devices requiring internet access.

Where is it available?

Aussie Broadband's mobile data service provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population, covering 1.59 million square kilometres.

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What do I need to access the service?

You will need a device that will accept the SIM card and supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding.

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service with no contracts. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

What is included?

Features of this service include monthly data, which can be used in any compatible mobile device. It does not include any voice, SMS allowance or MMS allowance.

Do I have to bundle anything with the service?

No, you don't have to bundle anything with this service.

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill within 30 days, you are abusive to our staff or you breach our "fair use" policy (available at <https://www.aussiebroadband.com.au/legal/>).

International roaming and calls are not available on this service.

Data will stop working on your device once you hit your usage limit. Data top-ups are available via the My Aussie portal and expire at the end of your plan month.

Information about pricing

Monthly charges

Plan name	Data included	Monthly plan cost	Unit cost of 1GB of data
X Small	1GB	\$10	\$10
Small	2GB	\$15	\$7.50
Medium	5GB	\$25	\$5
Large	10GB	\$35	\$3.50
Extra large	15 GB	\$45	\$3.00
XX large	20 GB	\$55	\$2.75
XXX large	30 GB	\$65	\$2.17
XXXX large	40 GB	\$75	\$1.88

Set-up fee

There is no set-up fee for this service.

Equipment fees

You will need an Aussie Broadband SIM card to use this service. SIM cards are free and will be mailed free of charge if you have also ordered a router with Aussie Broadband; otherwise, mailing cost will be \$15.

Exit fee

There are no exit fees for this service.

Other possible charges

- Data top-ups are available via the My Aussie portal at varying prices
- Replacement SIMs will cost \$20 including express postage

Other information

Usage

Aussie Broadband provides an online portal called "My Aussie". You can use this to find information about your data usage. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

International roaming

International roaming is not available for this service.

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905! Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

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 www.tio.com.au/making-a-complaint.