

20GB Mobile Broadband

Information About the Service

The service:

20GB Mobile Broadband is an internet service operated through a mobile network. The service can't be used to make phone calls, send SMS/MMS. Depending on your plan, you will get a data allowance to access the internet.

Bundling:

This service is not part of a bundle, it is a standalone service.

Mandatory components:

You will require a 4G enabled device to use this service. Our service is a BYO (bring your own) service, i.e. we will not supply you with a 4G device to use our service.

Minimum term:

The service is available with a minimum term of 12 months or 24 months.

Important Conditions:

Using your service outside of Australia is not included in your plan, usage will be charged in addition to your minimum monthly fee. Your service does not include value to makes calls, send SMS/MMS and for mobile premium services, usage will be charged in addition to your minimum monthly fee. You cannot use your included data allowance overseas.

Once your data allowance has been used, excess charges apply. Data allowance resets on the 1st day of each month.

Some of our Mobile Broadband services have the option of adding a static IP. This service is \$5 extra per month. Contact us to see if your plan can have a static IP. Promo plans do not include a Static IP.

If you go over your monthly data allowance, you will be charged for excess usage up to your capped limit of 130GB

Information About Pricing

Minimum monthly charge:

Minimum monthly charge	\$70.00
Minimum total charge for 12 months	\$855.00
Activation Fee - 12 Month Term (Included in minimum total charge)	\$15
Minimum total charge for 24 months	\$1,690.00
Activation Fee - 24 Month Term (Included in minimum total charge)	\$10
Included data allowance	20GB

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Maximum monthly charge:

The maximum monthly charge depends on whether you: consume more data than included in your plan; use your service for premium content; if your service is used to make international calls or SMS/MMS international numbers; or, if your service is used overseas.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. You will be charged an ETC of \$32.50 for each remaining month in your contract. If you are on a month-to-month plan, you will be charged a termination fee of \$15

Unit Pricing Information:

Monthly included allowance	20GB
Cost of using 1GB of included allowance	\$3.50/GB
Excess data charges	\$15/GB

Other Information

Usage Information:

We will automatically notify the account holder (free of charge) via SMS when you have used 25%, 50%, 85% and 100% of your allowance; and for each 1GB you use over your allowance, as excess usage charges apply. You can also access usage information which is updated hourly in the services page on MYGB (<https://my.gb.com.au>).

International Roaming:

Using your service overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them. We will forward any charges you incur with providers overseas to you. Some services cannot be used overseas.

Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email info@gb.com.au if you have any questions, would like to give feedback or to make a complaint.

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

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

This is a summary only. GST is included in all values on this summary. Please contact us for further information or visit our website for our full Terms and Conditions (Standard Forms of Agreement). Summary valid as of April 2018.