

# Critical Information Summary

## Home and Away Bundle



### INFORMATION ABOUT THIS SERVICE

#### Description of the Service

This is for a combined Express Classic Mobile Phone Plan, (for making and receiving telephone calls and text messages) and Naked Express Ultimate ADSL internet service (or Fixed Telephone Service if Naked not available). It provides access to the internet and associated data.

#### Availability

This service is subject to confirmation of availability. We may not be able to provide this service in a particular area or at a specific premise. Mobile service requires access to the Optus mobile network.

#### Equipment and Network requirements

You will need an existing fixed telephone service, a compatible mobile phone handset, and compatible ADSL modem or router.

#### Minimum Term

You can get this plan on a 24 month (Stable) contract

#### Bundling requirements

This plan requires you to bundle an Express Classic Mobile Plan and an Express Ultimate ADSL service.

#### What's included

A naked Express ADSL Ultimate internet service with Unlimited Data use at your fixed address and 1.5Gb of mobile data when away from home. Unlimited SMS, MMS, Local, National and Mobile calls from your mobile handset.

#### What's not included

Calls from your fixed line, Telephone handset, Modem or Router, Mobile handset, international calls, any network facilities.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

\$99.95 per month when you pay by direct debit.

#### Connection fees

A once only administration/SIM charge of \$9.90 applies, no connection charge for naked ADSL service.

#### Total minimum cost

\$2,398.80 on a 24 month contract, when you pay by direct debit.

#### Static or Fixed IP

There is no static or fixed IP available for these services.

#### Unit pricing and Usage charges

A standard national call to any Australian mobile for 2 minutes including flagfall.	Nil
A national SMS (text message) 160 characters	Nil
One Megabyte of data in Australia (Mobile)	\$0.012

All calls are billed in 30 second increments.

All call and mobile data use is only available within Australia.

Calls to	Included	Cost
Local, National and Mobile numbers	Yes	Nil
13 / 1300 / 1800 calls		Nil
Premium or 1900 calls	No	As per provider
International numbers and SMS or MMS	No	Check Website for rates
Type of Charge	Included	Cost
Flagfall	Yes	Nil
Voicemail Deposits	Yes	Nil
Voicemail Retrievals	No	.33c per min
National video call	No	\$1.20 per min
124 YES	No	\$1.20 per min
Call forwarding	No	.55c per min
Included Mobile Data	Yes	1.5 Gb included
Excess Data	No	\$12.00 per Gb
Standard national SMS (max 160 characters/message)	Yes	Nil
Standard MMS	Yes	Nil

#### International use (Roaming) Mobile

The included value and Included data allowance is NOT available overseas. Contact us to confirm if roaming has been activated before traveling. Charges for international use may be significantly higher than within Australia.

Check the [www.expresstelecommunications.com.au](http://www.expresstelecommunications.com.au) website for current roaming rates.

#### Plan changes

You may change to a higher value plan during your contract term at a charge of \$25 per change.

#### Early termination charge (ETC)

An Early Termination Charge will be applied if you cancel this service prior to the completion of the contract term. The maximum charge will vary subject to the contract duration, and decrease over the contract period.

No contract – month to month = \$NIL
All contracts (Min monthly charge x months remaining) For example, if you canceled a 24 month contract after 12 months $\$2,398.80 - (12 \times \$99.95) = \$1,199.40$ payable as an ETC

#### Payment processing fee

A \$2.20 processing fee will be charged each month for non-direct debit payments made by credit or charge card. If you pay by BPay, savings or direct debit, there is no fee.

### Paper invoice fee

A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill.

## OTHER INFORMATION

### Coverage area

You will have access to the Optus 4G network throughout Australia. If you are outside the Optus 4G area than you will automatically have access to the 3G network, subject to your equipment being compatible. For current coverage go to:- <http://www.optus.com.au/shop/mobile/network/coverage>

### Call and Data usage

We will automatically send you email alerts as your usage increases. We will sent you an alert when you reach 50%, 85% and 100% of your allocated monthly data.

### Usage Information

Some unbilled usage may be accessible by visiting <https://myaccount.expresstelecommunications.com.au/login>  
Your usage will be subject to our "Fair Use Policy" see:- <http://www.expresstelecommunications.com.au/pdfs/policy/FairUsePolicy.pdf>

If you need any assistance, contact our Customer Service team on 1300 397 737.

### Changing Wholesale Provider or Plans

Express utilises a range of different wholesale providers to deliver products and services that best suit our customer's needs. We may change the provider for your service for the remainder of your minimum term and move you to an alternative provider or plan that is reasonably comparable with your current plan. But only if we address any detrimental impacts that the change may have on you that is not minor.

If we change your wholesale provider, you must provide all reasonable assistance to enable the change to be implemented.

If you refuse our request, we may cancel your service/s by giving you 30 days' notice. If the service is cancelled, you will be liable for charges incurred up to the cancellation and any outstanding equipment charges (if equipment is not returned), but you will not be liable for any cancellation fee or Early Termination Charge (ETC).

### Bills and Billing

You will be issued with a bill on the same date each month, unless it is changed.

Minimum monthly charge/s figures in this Critical Information Summary are based on one month's charges.

You will be billed in advance for your Minimum monthly charge/s and in arrears for your usage.

### Your First Bill

Please note that your first bill will often be higher than normal because it will include pro-rata charges. It will include your minimum monthly charge (in advance), plus an additional minimum monthly charge (or portion of it) based on the number of days in the initial billing period. Plus any connection fees, provisioning or transfer charges, hardware purchases and usage charges for the initial period.

### How to pay

You can pay for your service with BPay, Direct Deposit or Electronic Funds Transfer (EFT). You can also post a cheque or Pay by Phone with your Credit Card. Full details are included on your Bill.

### Customer Service Guarantee (CSG)

The Express Telecommunications monthly charge and set up fee is based on your agreeing to waive your CSG. For more information on your rights and waiving the CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>

### Fair Use Policy

The "Fair Use Policy" is designed to ensure that all our customers can access our services, without using those services in what we would consider to be an "unreasonable" or "excessive" manner, including, but not limited to "non-ordinary" or "commercial purpose use" of this plan. It also covers our actions related to monitoring compliance and our obligations to comply with directions from government, regulatory and other law enforcement bodies.

### Customer Service

If you need any help you can contact your local Express Telecommunications Representative, or call our main office on 1300 397 737. You can also check your account information on-line at any time by logging on at: <https://myaccount.expresstelecommunications.com.au/login>

### Customer complaints

If you have a complaint or a dispute you can contact our complaint resolution area by calling us on 1300 397 737, post a letter to 4/5 Henry St, Loganholme QLD 4129 or email [info@expressbusinessgroup.com.au](mailto:info@expressbusinessgroup.com.au) We encourage you to contact us first so that we can try to resolve your complaint straight away.

### Telecommunications Industry Ombudsman

If you're not satisfied with the outcome we provide, you can then contact the Telecommunications Industry Ombudsman on 1800 062 058 or you can go to their website <http://www.tio.com.au/making-a-complaint>

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