

Critical Information Summary

Mobile Broadband Plans



INFORMATION ABOUT THIS SERVICE

Description of the Service

This is for a Postpaid Mobile Broadband service. It provides access to mobile data via the Optus Mobile network. This service cannot be used for text or voice calls.

Availability

This service is available in areas with access to the Optus 3G and 4G Mobile networks.

Equipment and Network requirements

You need a compatible 4G mobile device to use this service. If required for your equipment, you may also like to purchase a USB dongle from Express.

Minimum Term

You can get these plans on a 1 month (Freedom), 12 month (Balanced) or 24 month (Stable) contract

Bundling Requirements

These plans do require you to purchase an Express SIM card. It does not require you to bundle any other Express Services.

What's Included

Mobile data allowance for use within Australia.
Calculated as (1GB = 1024 MB) (1MB = 1,000 Bytes)

What's Not Included

Overseas usage. Phone Calls, SMS or MMS. Additional costs apply for use above your included limit. Mobile SIM card.

INFORMATION ABOUT PRICING

Minimum monthly charge and

Total minimum costs

Usage charge (In excess of Data included limits)

Data Included	Per Month	Total Minimum Cost 1 Month Contract	Total Minimum Cost 12 Month Contract	Additional Data use. Cost per Mb
1Gb	\$14.90	\$33.90	\$187.80	\$.05
3Gb	\$29.90	\$49.90	\$368.70	\$.05
5Gb	\$44.90	\$64.80	\$548.70	\$.04
7Gb	\$59.90	\$79.80	\$728.70	\$.03
10Gb	\$74.90	\$94.80	\$908.70	\$.03
15Gb	\$124.90	\$144.80	\$1,508.70	\$.03

All above costs apply when you pay by direct debit.

Usage Charges

Data use in excess of Data Included volume as listed in table above. Calls are not available from this service.

Static or Fixed IP Address

A static or fixed IP address can be provided if requested prior to issuing the SIM card.

Static or Fixed IP address	\$ 5.00 Per Month
----------------------------	-------------------

Connection Fees

A once only SIM card and connection charge applies depending on your contract term.

1 month (month to month)	\$ 19.90
12 month contract	\$ 9.90

Optional Hardware

If required, you may also like to purchase a wireless USB dongle. You will also be charged a delivery fee if postage is required for either of these items.

USB Dongle (OPTIONAL purchase)	\$29.95
Postage (if required for either item)	\$ 5.50

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) <i>For example, if you cancelled a (1Gb plan) on a 12 month contract after 6 months \$178.80 – (6 x \$14.90) = \$89.40 payable</i>

Plan Changes

You may change your plan during your contract term at a charge of \$19 per change.

International Use

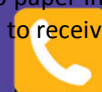
You should not use this service overseas. The included value and Included data allowance is not available overseas. Contact your local Express Telecommunications representative or call 1300 397 737 if you would like information on using this service in a specific overseas country. Charges for international use may be significantly higher than within Australia.

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 are no processing fees.

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. You can check out the current coverage map for Optus mobiles in Australia at <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 send you an alert when you reach 50%, 85% and 100% of your allocated monthly data.

Usage Information

Some unbilled usage may also 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/>

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 you 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 at least 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, 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>

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 online 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 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>

This is a summary only – see www.expresstelecommunications.com.au for full terms and conditions. V.6.2



1300 EXPRESS
3 9 7 7 3 7

expresstelecommunications.com.au