

# Critical Information Summary

## Mobile Plan Essential



### INFORMATION ABOUT THIS SERVICE

#### Description of the Service

This is for a postpaid mobile phone service. It provides you with a mobile number and the ability to make phone calls, send messages and access mobile data via the Optus Mobile network.

#### Availability

This service is available in areas with access to the Optus Mobile network.

#### Equipment Requirements

You need a compatible mobile phone device to use this service, with either a Standard, Mini or Micro SIM card slot.

#### Minimum Term

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

#### Bundling Requirements

Your plan does require you to purchase an Express SIM card. It does not require you to bundle any other Express Services.

#### What's Included

Mobile number, 200 minutes of calls, 500 SMS or MMS, and 100Mb of mobile data allowance for use within Australia.

#### What's Not Included

Overseas usage, Premium or International calls, Voicemail retrievals, Mobile SIM card, and usage in excess of inclusions

### INFORMATION ABOUT PRICING

#### Minimum Monthly Charge

\$24.90 per month (1 month contract) or  
\$22.90 per month (12 or 24 month contract)  
When you pay by direct debit.

#### Total Minimum Cost

\$59.80 on a 1 month contract, \$295.70 on a 12 month contract or \$559.50 on a 24 month contract. All costs are based on you paying by direct debit.

#### SIM Card

A SIM card is required with this service and a "once only" charge will be applied.

Sim card	\$ 9.90
Postage (if required for either item)	\$ 5.50

#### Plan Changes

You may change your plan during your contract term at a charge of \$11 per change.

#### Connection Fees

A "once only" charge applies, based on your contract term.

1 month (month to month)	\$ 25.00
12 month contract	\$ 11.00

### Unit Pricing and Usage Charges

A standard national call to any Australian mobile for 2 minutes including flagfall.	\$2.71
A national SMS (text message) 160 characters	\$0.28
One Megabyte of data in Australia	\$0.012

All calls are billed in 60 second increments.

All call and data usage is only available within Australia.

Calls to	Included	Cost
Local, National and Mobile numbers	200 minutes	\$1.19 per min
13 / 1300 / 1800 calls	per month	\$1.19 per min
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	No	.33c per call
Voicemail Deposits	Yes	Nil
Voicemail Retrievals	No	.33c per 30 sec
National video call	No	\$1.20 per min
124 YES	No	\$1.20 per min
Call forwarding	No	.55c per min
Included Data	Yes	100Mb included
Excess Data	No	\$15.00 per Gb
Standard national SMS (max 160 characters/message)	Up to 500 per month	.28c per message
Standard MMS		

### 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 canceled a 24 month contract after 12 months \$549.60 – (12 x \$22.90) = \$274.80 payable as an ETC</i>

### International Use (Roaming)

The included value and Included data allowance is NOT available overseas. Contact us to confirm roaming status.

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

### 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. 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 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/pdfs/policy/FairUsePolicy.pdf>

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

### International Usage

Prior to using this service overseas, check our website for current roaming rates and that roaming has been activated. The included value and data 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.

### 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 or the plan 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.

### Bills and Billing

You will be issued with a bill on the same date each month, unless we advise you that the date will be changed.

The minimum monthly charge figure in this Critical Information Summary are based on one month's charges.

You will be billed in advance for your minimum monthly charge 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>

### 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 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](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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