

4GB Mobile Broadband



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **4GB Mobile Broadband Plan**

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid mobile internet service. It gives you access to our network and access mobile data

MINIMUM TERM

The minimum term is **24 months**.

What's Included and Excluded?

You receive a **4GB Monthly Data Allowance**, Your Monthly Data Allowance is for use in Australia only and can be used at any time (day or night). Your Monthly Data Allowance expires each month.

INTERNATIONAL USAGE

Your Monthly Data Allowance doesn't include usage while you're overseas, so you'll be charged separately for this usage. Rates vary according to which country you are in whilst using the service as follows: in Zone 1 Countries at \$0.50/MB, in Zone 2 Countries at \$1.00/MB and in Aero and Marine at \$15.50/MB. For the Zone of countries please see list at [SP Website](#).

Information about pricing.

The minimum monthly charge is **\$32.00**

The minimum amount you'll pay is **\$768.00** over the 24 month contract.

The cost for 1 MB of data included in this plan is \$0.0078

Once you've used your included data allowance, excess data used will be charged at **2¢** per MB (1 MB= 1024kb)

EARLY TERMINATION

If you choose to cancel your mobile broadband service or it is disconnected for any reason, within the 24 month contract term you will be required to pay an early termination fee (ETF).

The termination fee is calculated as your minimum monthly access fee multiplied by the months remaining in your contract plus any remaining device fee, if applicable.

Other Information

USING YOUR SERVICE OVERSEAS

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage.

You can find the rates for international usage at www.nobleheart.com.au

COVERAGE

Before purchasing this product check Optus Open Network™ coverage in your area at optus.com.au/coverage or ask your service provider.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 006 416** so we can serve you better. Or you can visit us at www.nobleheart.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nobleheart.com.au

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

All prices Inc GST

 **1300 006 416**

 **connected@nobleheart.com.au**

 **www.nobleheart.com.au**

