

# EXETEL MOBILE VOICE PREPAID PLANS

This summary gives you the important information you need to know about your Exetel mobile voice plan. It covers things like the plan period, billing, what's covered and what's not.

## INFORMATION ABOUT THE SERVICE

Exetel's Mobile Voice Prepaid plan offers a 4G and 5G (see plan table below) mobile voice service. We use the Telstra Wholesale Mobile Network, learn more at <https://www.telstrawholesale.com.au/mobile-network.html>. The Exetel Mobile Voice Prepaid plan includes a 30-day plan validity period and are available for personal use only. The plan has auto-recharged plan fees, included and unlimited allowances and up to a 1000GB Data Bank limit. See the plan below for detail.

Included national calls and SMS/MMS:

- Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail.
- Unlimited standard national SMS and to other Australian mobiles.
- 2,000 Free Text, Picture and Video national MMS to other Australian mobiles.

| PLAN NAME          | MOBILE NETWORK CAPABLE | MIN/MAX 30-DAY CHARGE | INCLUDED DATA | DATA COST PER GB | DATA BANK LIMIT | INTERNATIONAL CALLS AND SMS            | SPEED CAP                                                                        |
|--------------------|------------------------|-----------------------|---------------|------------------|-----------------|----------------------------------------|----------------------------------------------------------------------------------|
| <b>PLUS ONE 5G</b> | 4G & 5G                | \$40                  | 130GB         | \$0.31           | 1000GB          | Unlimited to 15 Countries <sup>^</sup> | 4G - download speeds capped at 100Mbps<br>5G - download speeds capped at 150Mbps |

<sup>^</sup> Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK and USA.

Speed Cap Disclaimer for 4G plans. Download speeds are capped at 100Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Speed Cap Disclaimer for 5G plans. Download speeds are capped at 150Mbps (see table above). This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Plan fees are payable in advance and will be automatically recharged every 30 days or if you recharge early. The included national data allowance, which includes all usage for both uploads and downloads, expires at the end of each plan validity period with any unused data rolling over to the Data Bank. This is a stand-alone service and is not bundled with any other product. There is no early termination fee, but if you cancel your service, any remaining credit will not be refunded.

## BYO DEVICE

A compatible mobile (with the Telstra Wholesale 4G and 5G Networks) device is required to gain access to the service and is required to be operated inside the coverage area. More information on device requirements and coverage is available here: <https://www.exetel.com.au/mobilephone/coverage>

## MINIMUM TERM

As this service is a prepaid service, you can recharge, change your plan or cancel at any time without notice.

## INCLUDED IN THIS PLAN

The included National Data allowance can be used in Australia to access the internet from a compatible device. The unlimited national talk allowance can be used to make calls in Australia to Australian fixed lines and mobile numbers. The Unlimited National Standard SMS allowance can be used in Australia to send standard SMS to Australian mobile numbers in Australia. The 2,000 Free National MMS allowance can be used in Australia to send Text, Picture and Video MMS to Australian mobile numbers in Australia. The unlimited International call and SMS allowances can be used to make calls in Australia to overseas fixed lines and

mobile numbers and send SMS's to overseas mobile numbers in selected countries.

## WHAT IS NOT INCLUDED IN THIS PLAN

The National talk, Standard SMS and 2,000 Free MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); content packs, directory assistance or any other content services or charges. Premium Calls to 190X or 0055 services, Premium SMS/ MMS to numbers starting with '191', '193 – '197' and '199' Premium/ Paid content are not possible to be accessed from the service. The included National Data, SMS or MMS allowances or International Call allowance cannot be used whilst overseas.

Subject to the Exetel Mobile Acceptable Use Policy and Terms and Conditions: <http://www.exetel.com.au/terms>

## INFORMATION ABOUT PRICING

### PLAN COST

The plan price is the pre-paid financial commitment for the plan you select. If you exhaust the included National Data Allowance, you will need to either recharge your plan or change your plan to continue to access the internet on your mobile device.

### COMPARISON RATES

Standard usage charges (including GST)

|                                                                           |                  |
|---------------------------------------------------------------------------|------------------|
| 2-minute standard call to fixed or mobile numbers on unlimited call plans | <b>UNLIMITED</b> |
| Standard national SMS                                                     | <b>UNLIMITED</b> |

If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make unlimited calls on the unlimited minute call plans.

## PAYMENT AND CREDIT CARD SURCHARGE

Services that are paid by credit card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. If you wish to avoid this charge, please select the PayTo option.

## OTHER INFORMATION

### USING YOUR SERVICE OVERSEAS

You cannot use your Unlimited Voice call minutes, Unlimited SMS or 2,000 Free MMS allowance and or included mobile data allowance if you are overseas. You can receive SMS whilst overseas for free. You can check and manage your roaming settings on the mobile application.

### EXETEL CUSTOMER CONTACTS

Our customer support team are ready to help you with any technical support, sales or account enquiries through live chat on the Exetel website or through the Exetel mobile app.

### CUSTOMER COMPLAINTS & TIO INFORMATION

If you are not happy with your service, you can follow our dispute resolution process

<https://www.exetel.com.au/lodge-a-complaint> . More details are available in our Complaints Handling Policy which is accessible at <https://exetel.com.au/terms>

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit <https://www.tio.com.au/complaints>

This is a summary only – the full legal terms for mobile services are available at <http://www.exetel.com.au/terms>