

# Critical Information Summary

## Spiral Communications \$44.95 Mobile Broadband Plan 1 March, 2013

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### Information about the service

This service is a mobile broadband offer with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and it includes a USB modem covered by the access fee.

Minimum term is 24 months.

The monthly access fee includes 6GB of data in Australia. Between 6GB and 7GB, excess use charges apply. At 7GB, your wireless broadband will be suspended until the beginning of the next month's billing period.

If your USB modem is lost or stolen, a replacement charge of \$59.00 applies. In the case of a sim, a replacement charge of \$10.00 applies.

### Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).
- Unused monthly data entitlement does not roll over.

### Information about Pricing

The minimum monthly charge is \$44.95, with a maximum monthly charge of \$194.95.

The minimum total plan cost is \$1,088.75 over 24 months, which includes a \$9.95 delivery fee for the delivery of the USB modem.

The early termination charge is \$199.00.

The cost of 1 MB of data in Australia = 0.010c/MB within the monthly 6GB allowance and 15c/MB for excess usage (where applicable).

## Other Information

Your usage information is available by calling 1300 559 069 and asking our trained consultants.

We will send you an email notification within 1 business day after you have reached 50%, 85% and 100% of your monthly allotted 2GB to your nominated email address.

## Global Roaming Warning:

Using your mobile broadband service overseas can be very expensive. If you're using your mobile broadband device, you need to be aware of potential data costs.

## Spiral Communications Customer Care contact details:

Phone: 1300 559 069

Email: [care@spiralcommunications.com.au](mailto:care@spiralcommunications.com.au)

Fax: 03 8672 7635

Online: [www.spiralcommunications.com.au](http://www.spiralcommunications.com.au)

Postal: PO BOX 6153, Point Cook, Vic, 3030

Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 6pm (AEST) Weekends and Public Holidays

## Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.spiralcommunications.com.au>

## TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, Vic, 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday