

Critical information summary for your HOME WIRELESS BROADBAND plan

Description of the Service

This is a home Internet service that is provided using the Optus mobile network. This is only available in areas where Optus mobile coverage is available and is only available to residential users. This is not suitable for business use.

Mandatory components:

You will require a 4G/3G ready unlocked device to use this service. We strongly recommend purchasing a device from Tangerine as this is tested on the Optus mobile network and recommended for optimum usage.

Any BYO modem/router must be compatible with the Optus mobile network and utilise the relevant Optus 4G/3G mobile frequencies in your area. It is your responsibility to check this using the [Optus Mobile Coverage maps](#). You must be capable of configuring your BYO device yourself – we will only be able to provide limited 'best efforts' support for your own BYO device.

Minimum term:

This service has no lock in contract and you are free to cancel at any time. It has a **1 month** minimum term. If you have purchased a device from us this is yours to keep and we do not offer a refund on the purchase price of the device.

Set up costs:

There are no set up or activation costs associated with this service however we recommend purchasing a compatible device from us.

Key details:

The Home Wireless Broadband plan is provided on the Optus 3G/4G networks. Plans include either 200GB or 500GB of monthly data usage. Upload and download usage is included in this allowance.

Information about Pricing

Minimum monthly charges & cost of data:

Plan	200GB	500GB	1000GB
Monthly charge (for first 6 months)	\$59.90/mth	\$69.90/mth	\$89.90/mth
Minimum Cost	\$59.90	\$69.90	\$89.90
Data Quota	200GB/mth	500GB/mth	1000GB/mth
Cost of 1Mb	\$0.0003	\$0.0002	\$0.0001

After the 6 month promotional period the monthly plan fee increases by \$10 to \$69.90 for 200GB, \$79.90 for 500GB and \$99.90/mth for 1000GB.

Cancellation Policy

There are no cancellation fees for this plan. You simply pay in advance per month for the month that you use the service. If you wish to cancel we recommend cancelling at the end of the month as no pro-rata refunds are available.

Please note that any purchased hardware is yours to keep and cannot be returned for refund. Devices are unlocked and can be used with another Mobile Broadband service from another provider if required.

If you are unable to use the service due to mobile coverage conditions in your area we allow you to cancel your service within the first 7 days of receiving the device. We will refund your upfront payment of the device and plan fee in full after the device is returned to us. Please note that we cannot offer a refund after 7 days or receipt of the device. As such we recommend testing the service as soon as you receive it.

IMPORTANT: In cases where you are unable to use the service due to coverage issues, in order to receive full refund you must return the device to us at your own expense. It should be in 'as new' condition, in the original undamaged box with all cables and user manuals. With this in mind we strongly recommend checking Optus mobile coverage before you purchase this plan.

Usage Information

Your data quota is a monthly data quota. It includes uploads and downloads. A new quota will start at 00:01AM on 1st calendar day of every month.

A spend management tool is available to all Tangerine Telecom customers free of charge via the member portal at: <https://www.tangerinetelecom.com.au/customer/login>

We will send you usage notifications to your registered email address at 50%, 85% and 100% of your monthly data quota.

When you have reached your monthly data quota the service will deactivate and will no longer be able to be used. At the beginning of next month your service will re-activate.

Service Details:

This service is for residential use only and business use is not permitted. We do not permit the distribution of illegal content or copyrighted material on our network.

For further information about different internet technologies and what may be right for you please see: www.commsalliance.com.au/BEP

Internet Speed:

Speeds are variable and dependent on the performance of the Optus 4G and 3G mobile network. Speeds will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Availability:

Please check the [Optus Mobile coverage maps](#) for 3G/4G mobile coverage before purchasing this plan. If you are unsure of coverage in your area please speak to one of our team.

Billing

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill.

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. With this in mind your first bill will likely include charges for more than one calendar month.

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service and we recommend cancelling at the end of a calendar month.

Additional account fees

The following account fee's apply:

Non-direct debit fee:	\$3.50
Bounced/failed direct debit fee:	\$10.00
Paper Bill Fee:	\$3.50
VISA/Mastercard surcharge:	1%
American Express Surcharge:	2%

It is free to pay your account via bank account direct debit, and free to receive your bill via email. You can update your payment details at any time via our Self Care Portal.

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15 + gst will apply. The due date is the 15th of every month. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 211 112.

You can access our complaint resolution process via the details on our website at www.tangerinetelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>