

## MOBILE BROADBAND-AUTO TOP UP DATA- SIM ONLY-MONTH-TO-MONTH

### SERVICE INFORMATION

Fonet Mobile Broadband -Auto Top Up- Sim Only Plans are offered as post-paid plans via Australia's Largest Mobile 4/5G Network. Mobile coverage within your area can be checked by the following link:

<https://www.telstra.com.au/coverage-networks/our-coverage>

### MINIMUM TERM

The minimum term is 1 month.

### ACTIVATION / CONNECTION FEES

There are no connection fees associated with a new mobile broadband connection via Fonet. You have the option to be provided with a new mobile service number (MSN) or alternatively port your existing MSN to Fonet.

### PLAN INFORMATION

- Plan fees are charged monthly advance and pro-rata applies
- Uploads and Downloads are both included in your monthly data usage
- If your mobile data usage within Australia does not exceed your included data amount, you will have no additional charge.
- Upgrading or downgrading of plans will take effect within the following calendar month.

The Monthly Plan Fees available are as follows:

MOBILE PLAN	Sim 25	Sim 30	Sim 35	Sim 40	Sim 50	Sim 60	Sim 65	Sim 75
Network	4G	4G	5G	5G	5G	5G	5G	5G
Monthly Plan Fee	\$25	\$30	\$35	\$40	\$50	\$60	\$65	\$70
Cost per GB	\$2.08	\$1.20	\$1.09	\$0.80	\$0.56	\$0.50	\$0.43	\$0.39
Inc Data	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
Total Min Cost	\$25	\$30	\$35	\$40	\$50	\$60	\$65	\$70

### MONTHLY INCLUDED CALL USAGE

This metered plan and the associated Monthly Plan Fee includes domestic data within Australia at no extra charge.

### MONTHLY EXCLUDED DATA USAGE

International data packs are available if roaming while overseas and will lead to additional costs to your Monthly Plan Fee. For a full schedule of all Excluded Usage Types please see our "Mobile Fees & Charges Schedule" on our website at: [www.fonet.au](http://www.fonet.au).

### AUTO TOP UP FOR DATA

Fonet customers receive SMS notifications from our carrier when reaching 50%, 85%, and 100% of their data usage limits. Once reaching 100%, your mobile service will receive an auto top up of 2 GB of data at a cost of \$12.00 including GST. This can occur up to 5 times per calendar month. A SMS notification will be sent to your mobile confirming when each top up is applied. **Auto Top Up Fees are charged at a rate of \$6.00 per GB. Once you have exhausted your 5 auto data top ups, you will not have mobile data available until the new billing cycle begins on the 27th of the month.**

### EARLY TERMINATION CHARGES

This is a month-to-month plan, so there are no early termination fees applicable. When cancelling your service, or porting to another provider, or changing plans, you will be charged your existing monthly plan fee for the whole month the change has taken place.

### OTHER CHARGES

Sim replacements including express post delivery to your business location are available at a cost of \$20.00 Inc GST.

## FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out the terms and conditions on which we provide our products and services to you.

## GREEN BILLING

Fonet is committed to reducing our environmental footprint, as such our standard method of bill delivery is via email. Paper billing is available as an option for a monthly fee of \$2.95.

## USAGE INFORMATION

For information about your usage levels, please contact us via our website or create a ticket within our online portal. Data Usage Alerts will be sent via email at 50%, 85%, and 100%.

**Please Note: Alerts are not based on live data and may be delayed up to 48 hours.**

## PROMOTIONS & DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service. On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discount offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, provided as part of your application.

## CONTACTING US

We are an online, web-based company dedicated to excellence, committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

## WEBSITE DETAILS

[fonet.au](http://fonet.au)

## COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)

## ACCURACY & PRICES

Information and pricing is correct at time of printing and is inclusive GST.



### We're here to help

Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue and should be an option of last resort.

You may contact the TIO directly by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.