url networks
stress-free telecommunications

Critical Information Summary: Home Wireless Broadband 500

Description of the Service

URL Home Wireless Broadband provides you a broadband connection using Optus 4G network, suitable as a solution when nbn is not available

Plan Summary

Setup up fee	$229.00
Minimum monthly charge	$80.00
Maximum monthly charge	$80.00
Total minimum cost	$309.00
Minimum term applicable	1 Month

Information About the Service

What is Included:

- 4G Broadband service powered on the Optus Network providing 98.5% coverage in Australia
- Data allowance depending on the selected plan (see page 2)

Limitations

- Mobile 4G Modem, please check if your handset is compatible - http://optus.com.au/compatibility
- Mobile coverage is not available in all areas, please check - http://www.optus.com.au/shop/mobile/network/coverage before purchasing this service to ensure coverage is in your area
- Plans cannot be upgraded during the current month to allow extra data limits. If you wish to upgrade it will not apply to the 1st of following calendar month.

Data Allowances

- Monthly Data = Uploads and Download combined, 1000MB of data = 1G
- Plans have the option of allowing excess data or can be limited to the monthly allowance to avoid excess data charges
- Included usage not used in the month does not carry forward

What is not Included

- Dishonour and late payment fees

Important Restrictions

- This service requires the Netcomm AC1901 Modem/Router which is included in the setup of the service
- This service will only work in Australia

Important Qualifications

We may suspend or cancel the service if:

- You do not pay your bill
- Breach our fair use policy - url.net.au/fair-use
- You are abusive to our staff

Service Add On:

- Excess data is billed in per gigabyte block at $11 per gigabyte

All prices include GST and are valid as of 28/8/20.

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Information About Pricing

Monthly charges:

Month Data Allowance	500GB
Cost Per GB	$0.16
Excess Gigabyte Fee	$11.00
Monthly Fee	$80.00

Service Cancellation

Service is month by month and can be cancelled at any time before the 1st of the following month. Excess data or call charges will be billed in arrears.

Coverage

Before purchasing this service we recommend you check the Optus Coverage tool to ensure service is available in your area by using this link - http://www.optus.com.au/shop/mobile/network/coaverage

International Roaming

Australian Included calls and data is not available when overseas. If you wish to use your service overseas then additional charges will apply, to avoid bill shock please visit - http://www.optus.com.au/shop/Mobile-Site/International-Roaming/Postpaid-Rates

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your monthly data usage by visiting dashboard.url.net.au and managing your Mobile Broadband service.

You can also enable data usage alerts by doing the following:

- Once logged in manage your Mobile Broadband service
- Click **Manage Alerts**
- Select the email address and alert level
- Click **Save** to apply and you will be alerted when your service reaches the selected thresholds.

Communications Alliance can provide additional usage on usage, please visit - Broadband Education Package www.commsalliance.com.au/BEP

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: www.url.net.au

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: url.net.au/about/legal-information and clicking **Complaints Handling**

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

All prices include GST and are valid as of 28/8/20.