url networks
stress-free telecommunications

# Critical Information Summary: Mobile 12-Month Extra High (2020)

## Description of the Service

URL Mobile provides a mobile phone service powered by the Optus network for use in Australia providing 98.5% coverage.

## Plan Summary

| | |
|---|---|
| **Minimum monthly charge** | $68.00 |
| **Maximum monthly charge** | $68.00 |
| **Maximum early termination fee** | $195.00 |
| **Total minimum cost** | $816.00 |
| **Minimum term applicable** | 12 Months |

## Information About the Service

### What is Included:

- Mobile phone plan powered on the Optus Network providing 98.5% coverage in Australia
- Data allowance depending on the selected plan

### Limitations

- Mobile handset, 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
- International roaming data is not included in the monthly allowance see International Roaming on page 2

### What is not Included

- Mobile Phone Handset
- Dishonour and late payment fees

### 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 4/8/21*

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## Information About Pricing

### Monthly charges:

| | |
|---|---|
| **Month Data Allowance** | 100GB |
| **Cost Per GB** | $0.68 |
| **Excess Gigabyte Fee** | $11.00 |
| **Monthly Fee** | $68.00 |
| **Calls to Australia Local** | Included |
| **Calls to Australia National** | Included |
| **Calls to Australia Mobile** | Included |
| **Calls to Australia 13/1300** | Included |
| **Calls International** | from 2c per minute |

### Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is Included

### 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 call spend by visiting dashboard.url.net.au select **Billing** followed by **Unbilled Calls**

You can also enable call spend notifications by doing the following steps:

- Once logged in click **Billing**
- Click **Details**
- Set the field **Call Spend Limit** to a notification amount
- Click **Save** to apply

### 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

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