url networks
stress-free telecommunications

# Critical Information Summary: Telstra 5G Mobile Broadband 50GB

## Description of the Service

URL Mobile Broadband provides you 98.5% coverage over Australia for when you are not at home or in the office.

## Plan Summary

| | |
|---|---|
| **Minimum monthly charge** | $39.00 |
| **Maximum monthly charge** | $39.00 |
| **Total minimum cost** | $39.00 |
| **Minimum term applicable** | 1 Month |

## Information About the Service

### What is Included:

- Mobile phone plan powered on the Telstra Wholesale Network, providing 98.5% coverage in Australia
- Data allowance depending on the selected plan (see page 2)

### Limitations

- Mobile 5G Modem, please check if your handset is compatible
- Mobile coverage is not available in all areas. Please check 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 the 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

- Mobile 5G Modem
- 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 per gigabyte block (see Monthly Charges below for pricing).

*All prices include GST and are valid as of 05/03/26.*

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## Information About Pricing

### Monthly charges:

| | |
|---|---|
| **Maximum Download Speed** | 100Mbps |
| **Upload Speed** | 100Mbps |
| **Month Data Allowance** | 50GB |
| **Cost Per GB** | $0.78 |
| **Excess Gigabyte Fee** | $5.50 |
| **Monthly Fee** | $39.00 |

### Data blocks:

| | |
|---|---|
| **2GB** | $20.00 |

Data blocks can only be used for the current month and cannot be rolled over.

There is a maximum of 5 data blocks that can be applied in a calendar month.

### 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 Telstra Coverage tool to ensure service is available in your area.

### International Roaming

Australian Included calls and data is not available when overseas.

### 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

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