IDXNET COMPUTING P/L
ABN 84 070 515 481
Tel 1300 138 788
PO Box W60
Fairfield West 2165

CRITICAL INFORMATION SUMMARY

Product : Wireless-3G 3GB Download

INFORMATION ABOUT THE SERVICE

Wireless broadband is a broadband Internet service that uses the existing mobile phone network. The access is done using a USB Pocket Wi-Fi modem with a SIM card in it. We supply both the USB modem and SIM card.

This service has a 3 GB usage allowance per calendar month and excess charge is 8 cents/MB or $80/GB. The usage is calculated as total of download and upload data. Usage allowance expires each calendar month.

This product does not require bundling with any other product.

Mandatory Component of the Service

This service requires the SIM card and USB Pocket Wi-Fi modem supplied by us.

Minimum Term of the service

This service has a minimum period of 1 calendar month.

What is Included

This service includes a usage allowance of 3 GB per calendar month. This usage allowance can be used anytime during the 24 hour period, no peak or off-peak hours.

Important Conditions, limitations, restrictions and qualifications

This service cannot be used outside of Australia.

This service cannot be used for making voice calls or sending SMS messages.

The usage allowance expires every calendar month.

This service has a maximum usage limit of 10 GB per calendar month.

This service is not available in all areas. For coverage please refer to www2.optus.com.au.

Please see the additional service conditions for this service on our website http://www.idx.com.au/Price_Wireless.php.

Information About Pricing

Minimum Monthly Charge

$32.95 / month.

Initial Cost of $20.00 is charged for SIM activation.
Hardware Cost $95.00 for USB Pocket Wifi modem includes delivery charge by express post.

Billing

The service is billed based on calendar month and the bill is done every 1st of the calendar month.

The first bill issued on the 1st day of the following month contains the prorata rate of the previous month and the bill for the current month. The prorating is based on number of days from date of activation to end of the calendar month.

The 3 GB usage allowance is available for use from the time of activation until the 1st day of the following month and every calendar month thereafter.

Maximum Monthly Charge

The maximum monthly charge is $592.95. This is based on 10 GB maximum usage per month. The excess usage is charged at 8 cents/MB or $80/GB.

Maximum Charge payable for Early Termination

Nil.

Cost of 1MB within Australia

$0.011 is the cost of 1MB data within Australia.

Other Information

Data Usage Information

To obtain data usage information on this service, please go to our website www.idx.com.au and click on "MY ACCOUNT".

Customer Service Contact Details

1300 138 788 (Sydney local 02 80047131) Hours M-F 9am – 8pm

Customer Complaints and TIO

Customers are encouraged to contact IDXNET initially for any issues or complaints. Our complaints handling policy can be found on http://www.idx.com.au/terms.php. If the customer is not satisfied with the result of the handling of the complaints or dispute, then the customer can call the Telecommunication Industry Ombudsman (TIO) for assistance. The TIO website is www.tio.com.au and the contact number is 1800 062058.