



IDXNET COMPUTING P/L  
ABN 84 070 515 481  
Tel 1300 138 788  
PO Box 60 Parramatta 2124

## **CRITICAL INFORMATION SUMMARY**

### **Product : Prepaid 3G Wireless**

#### **INFORMATION ABOUT THE SERVICE**

3G Wireless broadband is a broadband Internet service that uses the existing mobile phone network. The access is done using a Wi-Fi modem with a SIM card in it. We supply both the Wi-Fi modem and SIM card.

This service is prepaid which means that your usage allowance is based on the recharge amount. Usage allowance is calculated as total of download and upload data.

This product does not require bundling with any other product.

#### **Mandatory Component of the Service**

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

#### **Minimum Term of the service**

The minimum term is 30 days.

#### **What is Included**

The initial charge is 300MB with 30 days expiry. 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.

This service is prepaid and requires an unexpired credit charge to use it.

The unused usage allowance of the previous recharge is added to the new recharge.

The usage allowance of the current recharge is used first.

If the recharge is allowed to expire then all unused usage is also expired.

This service has a maximum usage limit of 12 GB per calendar month.

This service is not available in all areas. For coverage please refer to [www2.optus.com.au](http://www2.optus.com.au).

The prepaid period must be taken in a continuous period and cannot be suspended.

The service must be recharged within 30 days after the expiration of the last recharge.

If it is not recharged, then the SIM card is deactivated and can no longer be recharged. If the customer requires the use of the service, then a new SIM card has to be issued.

Please see the additional service conditions for this service on our website

[http://www.idx.com.au/Price\\_Wireless.php](http://www.idx.com.au/Price_Wireless.php).

## Information About Pricing

### Minimum Monthly Charge

Minimum Cost to establish service is \$110.00 which breakdowns to:

\$15 cost of SIM card

\$95 for Wi-Fi modem includes delivery charge by express post

### RECHARGE AMOUNTS, USAGE ALLOWANCE AND EXPIRY

Amount recharge	Usage Allowance	Expiry Days
\$20	1 Gb	30
\$30	2 Gb	30
\$45	3 Gb	90
\$55	4 Gb	90
\$90	6 Gb	90
\$99	10 Gb	180
\$140	15 Gb	365

### Maximum Monthly Charge

The maximum monthly charge is dependent on the recharge done.

### Maximum Charge payable for Early Termination

Nil.

### Cost of 1MB within Australia

\$0.02 is the cost of 1MB data for \$20 recharge within Australia

\$0.015 is the cost of 1MB data for \$30 recharge within Australia

\$0.015 is the cost of 1MB data for \$45 recharge within Australia

\$0.01375 is the cost of 1MB data for \$55 recharge within Australia

\$0.015 is the cost of 1MB data for \$90 recharge within Australia

\$0.0099 is the cost of 1MB data for \$99 recharge within Australia

\$0.00933 is the cost of 1MB data for \$140 recharge within Australia

## Other Information

### Data Usage Information

To obtain data usage information on this service, please email [accounts@idx.com.au](mailto:accounts@idx.com.au).

### 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](http://www.tio.com.au) and the contact number is 1800 062058.