



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

CRITICAL INFORMATION SUMMARY

Product : Prepaid 4G Wireless

INFORMATION ABOUT THE SERVICE

4G 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. This initial charge is included in the initial SIM ACTIVATION charge.

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.

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.

Information About Pricing

Minimum Monthly Charge

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

\$20 cost of SIM ACTIVATION charge

\$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
\$35	2 Gb	30
\$60	4 Gb	90
\$110	10 Gb	180
\$150	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

\$0.0175 is the cost of 1MB data for \$30 recharge within Australia

\$0.015 is the cost of 1MB data for \$60 recharge within Australia

\$0.011 is the cost of 1MB data for \$110 recharge within Australia

\$0.010 is the cost of 1MB data for \$150 recharge within Australia

Other Information

Data Usage Information

To obtain data usage information on this service, please email 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 and the contact number is 1800 062058.