

Critical Information Summary



Home & Abroad Mobile Broadband Plans

Information About the Service

Description of the Service

Your plan is for a postpaid mobile broadband service for use in Australia and across Globalgig's network of connected countries, a list of which is available at www.globalgig.com.au.

Bundling

You don't have to bundle this plan with any other Globalgig service.

Mandatory Goods

You need to purchase either a Globalgig SIM Only Starter Pack or Globalgig Wi-Fi Hotspot.

The Globalgig SIM Only Starter Pack is compatible with Apple iPad and iPad mini IOS, Android, and Windows 8 cellular tablets. Your total minimum cost includes the \$2 SIM Only Starter Pack, minimum 1-month plan charge and delivery fee of \$2, if applicable.

If you do not have a compatible cellular tablet, you need to purchase a Globalgig Wi-Fi Hotspot to use this service at a cost of \$49, and if delivery is required an additional delivery fee of \$2 applies. Your total minimum cost includes the Globalgig Wi-Fi Hotspot, a minimum 1-month plan charge and delivery fee.

Minimum Term

The minimum term is 1-month.

What's Included

The Home & Abroad Mobile Broadband Plans include a monthly mobile broadband allowance to be used within Home & Abroad 'included' countries, including Australia. Any unused mobile broadband allowance expires each month at the end of your billing cycle.

You can also access mobile broadband services in 'additional' countries across the Globalgig Network.

Home & Abroad 'included' countries

| | | | |
|-----------|-----|----|---------|
| Australia | USA | UK | Ireland |
|-----------|-----|----|---------|

Table 1 additional countries

| | | | | |
|---------|-----------|---------------|------------|--------------|
| Austria | France | Italy | Norway | Sweden |
| Belgium | Germany | Liechtenstein | Portugal | Switzerland |
| Denmark | Hong Kong | Monaco | San Marino | Vatican City |
| Finland | Iceland | Netherlands | Spain | |

Table 2 additional countries

| | | | | |
|----------------|---------|-------------|----------|--------|
| Bulgaria | Estonia | Lithuania | Poland | Turkey |
| Cyprus | Greece | Luxembourg | Romania | |
| Croatia | Hungary | Malta | Slovakia | |
| Czech Republic | Latvia | New Zealand | Slovenia | |

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| Globalgig SIM Only Starter Pack | Home & Abroad 1GB Plan | Home & Abroad 3GB Plan | Home & Abroad 5GB Plan |
|---|-----------------------------------|-----------------------------------|-----------------------------------|
| Included mobile broadband allowance | 1GB/1024MB | 3GB/3072MB | 5GB/5120MB |
| Monthly plan charge | \$9 | \$19 | \$29 |
| Usage in excess of your allowance per MB for 'included' countries | 2c | 2c | 2c |
| All usage per MB for Table 1 'additional' countries | 10c | 10c | 10c |
| All usage per MB for Table 2 'additional' countries | 20c | 20c | 20c |
| SIM only | \$2 | \$2 | \$2 |
| Delivery fee | \$2 | \$2 | \$2 |
| Total minimum cost | \$13 | \$23 | \$33 |

| Globalgig Wi-Fi Hotspot | Home & Abroad 1GB Plan | Home & Abroad 3GB Plan | Home & Abroad 5GB Plan |
|---|-----------------------------------|-----------------------------------|-----------------------------------|
| Included mobile broadband allowance | 1GB/1024MB | 3GB/3072MB | 5GB/5120MB |
| Monthly plan charge | \$9 | \$19 | \$29 |
| Usage in excess of your allowance per MB for 'included' countries | 2c | 2c | 2c |
| All usage per MB for Table 1 'additional' countries | 10c | 10c | 10c |
| All usage per MB for Table 2 'additional' countries | 20c | 20c | 20c |
| Globalgig Wi-Fi Hotspot | \$49 | \$49 | \$49 |
| Delivery fee | \$2 | \$2 | \$2 |
| Total minimum cost | \$60 | \$70 | \$80 |

What's the Limitations

It is not possible to make voice calls or send SMS/MMS via the mobile voice/SMS/MMS network using a mobile broadband service.

Information About Pricing

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$9 for the 1GB Plan, \$19 for the 3GB Plan and \$29 for the 5GB Plan. You will be charged your monthly plan charge in advance for the up-coming month plus any excess usage for the preceding month.

Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on



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- your chosen Home & Abroad Mobile Broadband Plan;
- if you exceed the included monthly allowance for 'included' countries within your monthly billing cycle, and
- if you use your Globalgig service in any 'additional' Globalgig connected countries

Early Termination

Early exit fees do not apply to month-to-month plans. You pay your monthly plan charge in advance, and if you cancel during the month you have to pay for all of that month, plus any excess data usage.

Cost of using 1MB of data

The cost of data included in the monthly data allowance is \$0.0088 per MB on the 1GB Data Plan, \$0.0062 per MB on the 3GB Data Plan, and \$0.0057 per MB on the 5GB Data Plan.

Any usage in excess of your allowance within Home & Abroad 'included' countries is charged at 2c per MB. Any usage in Table 1 additional countries is charged at 10c per MB, and any usage in Table 2 additional countries is charged at 20c per MB.

Device Cost

The Globalgig SIM Only Starter Pack is \$2, and if delivery is required an additional delivery fee of \$2 applies. The Globalgig Wi-Fi Hotspot is \$49, and if delivery is required an additional delivery fee of \$2 applies.

Other Information

Connecting other devices

With the Globalgig SIM you can tether your tablet to other devices.

With the Globalgig Wi-Fi Hotspot you can pair up to five (5) devices.

Data Usage Alerts

We will notify you by email when your data usage exceeds 50%, 85% and 100% of your mobile broadband allowance. Please be advised there can be up to a 48-hour delay on international data records and therefore usage alerts. You can also obtain your data usage information by calling Customer Care on 1300 281 582.

Using Your Service Overseas

You can use your Globalgig service across Globalgig's network of connected countries, a list of which is available at www.globalgig.com.au.

The Globalgig Wi-Fi Hotspot device is not locked. If you choose to use another provider's SIM in your Globalgig Wi-Fi Hotspot you will be liable for their fees and charges.

Help & Support

If you have any questions you can view our FAQs at www.globalgig.com.au/FAQs.aspx, email us at customercare@globalgig.com, or call our Customer Care team on 1300 281 582 (standard call charges apply).

Should you wish to obtain information on how to access our complaint handling process please call our Customer Care team on 1300 281 582.

The TIO (Telecommunications Industry Ombudsman) is contactable at www.tio.com.au/about-us/contact-us, by telephone on 1800 062 058, by facsimile on 1800 630 614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

Globalgig's Terms & Conditions

This document is a summary only. Our full legal terms and pricing for this plan is available at <http://www.globalgig.com.au/TermsAndConditions.aspx>.