

4G Flexi Mobile Broadband Plan - April 2016

Information about the Service

Description of the Service

The 4G Flexi plan is a post-paid Mobile Broadband service. Your plan allowance can be used in Australia.

Bundling

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

Mandatory Goods

You need to purchase a Globalgig SIM Starter Pack to activate this plan.

The cost of the required SIM card is \$2 (one off) and is not included in the minimum monthly charge.

Minimum Term

The minimum term is 1 month.

Plan Inclusions

The 4G Flexi plans include a monthly Mobile Broadband allowance to be used within Australia.

Plan Exclusions

You can use your Globalgig service in any of the following 'additional' countries at 10c or 25c per MB depending on where you are.

Mobile Broadband usage within these countries is not included in your monthly 4G Flexi Data allowance.

Important information about where your service will work: some Globalgig SIMs do not support the full 100+ footprint, if you need to use your service outside of Australia, USA and Europe, please contact Customer Service a minimum of 1 week before you travel to ensure you have got the latest SIM card with the 100+ footprint.

Table 1 'Additional' Countries

Access the Globalgig network in our Table 1 'Additional' countries for **10c per MB**

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

Table 2 'Additional' Countries

Use your data in our Table 2 'Additional' countries for **25c per MB**

| | | | |
|----------------------------|------------------|--------------------|-----------------------------|
| Antarctica | Ecuador | Latvia | Saudi Arabia |
| Albania | El Salvador | Lithuania | Serbia |
| Alderney | Estonia | Luxembourg | Singapore |
| Anguilla | Fiji | Macau | Slovakia |
| Antigua and Barbuda | French Polynesia | Macedonia | Slovenia |
| Argentina | Gibraltar | Malaysia | South Africa |
| Barbados | Greece | Malta | South Korea |
| Brazil | Grenada | Mayotte | Sri Lanka |
| Bulgaria | Guadeloupe | Mexico | St Kitts & Nevis |
| Cambodia | Guatemala | Montenegro | St Lucia |
| Canada | Guernsey | Montserrat | St Vincent & the Grenadines |
| Cayman Islands | Honduras | New Zealand | Taiwan |
| Chile | Hungary | Nicaragua | Thailand |
| China | India | Northern Cyprus | Tibet (China) |
| Columbia | Indonesia | Panama | Turkey |
| Costa Rica | Isle of Man | Paraguay | Turks & Caicos Islands |
| Croatia | Israel | Peru | UAE |
| Cyprus | Jamaica | Philippines | Uruguay |
| Czech Rep | Japan | Poland | Virgin Islands (British) |
| Desirade (French Antilles) | Jersey | Qatar | |
| Dominica | Kosovo | Romania | |
| Dominican Rep | Kuwait | Russian Federation | |

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.

The service is available to eligible new or existing credit approved customers.

The service is available to customers within the Optus 4G/LTE and 3G/HSDPA network coverage areas. When outside the 4G/LTE coverage area (or if your device is not 4G-enabled), the service operates on the Optus 3G/HSDPA network. 4G Mobile Broadband coverage is available in limited areas only.

For use in Australia your device should be compatible with the Optus mobile network frequencies in Australia.

If your device was purchased from another service provider, you should check to ensure that your device is not locked to that service provider or another network.

Information about the Pricing

| Globalgig SIM Starter Pack | 4G Flexi 1GB Plan | 4G Flexi 3GB Plan | 4G Flexi 5GB Plan |
|---|-------------------|-------------------|-------------------|
| Included mobile Broadband allowance | 1GB = 1024MB | 3GB = 3072MB | 5GB = 5120MB |
| Monthly plan charge | \$10 | \$20 | \$30 |
| Data price within your monthly allowance (monthly plan charge / allowance) | \$10/GB | \$6.67/GB | \$6/GB |
| Excess usage in Australia | 2c | 2c | 2c |
| Usage per MB for Table 1 'additional' countries | 10c | 10c | 10c |
| Usage per MB for Table 2 'additional' countries | 25c | 25c | 25c |
| SIM card | \$2 | \$2 | \$2 |

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$10 for the 1GB Plan, \$20 for the 3GB Plan, \$30 for the 5GB Plan. You will be charged in advance for your monthly plan charge. Excess usage in Australia and/or any usage in additional Globalgig countries will be charged in arrears, i.e. the following month.

Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on:

- Your chosen 4G Flexi mobile Broadband plan;
- If you exceed the included monthly Broadband allowance for Australia within your monthly billing cycle, and
- If you use your Globalgig service in any 'additional' Globalgig countries not included in your plan allocation.

Early Cancellation

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Cancellation Fee (ECF) equivalent to the remaining plan payments. You are also required to pay any excess or overseas Broadband usage charges that you incurred up to your cancellation.

Cost of using 1GB (Gigabyte) of Broadband

The cost of 1GB within your monthly Broadband allowance is \$10, \$20 for 3GB (\$6.66/GB), and \$30 for 5GB (\$6/GB). Any excess usage within Australia, or usage in the additional countries, will be charged as per the pricing table and will appear on your next bill.

SIM Cost

The Globalgig SIM Starter Pack is \$2.

Other Information

Connecting other devices

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

Broadband Usage Alerts

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

Using Your Service Overseas

With this service you can use your Globalgig service in Australia and 105 connected countries using APN **mbb.voiamo.net**

Charges as per the tables above apply. Broadband usage within these countries may not be included in your monthly allowance.

Help & Support

If you have any questions you can view our FAQs at www.globalgig.com/au/en/faqs, 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 are available at www.globalgig.com/au/en/terms-and-conditions