

Critical Information Summary

4G Flexi Mobile Broadband Plan

Information about the Service

Description of the Service

Your 4G Flexi plan is for a post-paid mobile Broadband service for use in Australia and 39 'additional' countries across Globalgig's network of connected countries.

4G service is available in Australia and the UK and is subject to coverage areas. All other countries operate on a 3G basis.

Bundling

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

Mandatory Goods

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

The Globalgig SIM Starter Pack is compatible with Apple iPad and iPad mini iOS, Android, Windows 8 cellular tablets or any unlocked portable Wi-Fi device. 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.

What's Included

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

You can also access mobile Broadband services in 39 'additional' countries across the Globalgig Network, for the rates specified below, i.e. Broadband usage within these countries is not included in your monthly allowance.

Table 1 additional countries

Usage charged at \$0.10 per MB

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

Table 2 additional countries

Usage charged at \$0.25 per MB

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

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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 not locked to that service provider or another network.

Information about the Pricing

Globalgig SIM Starter Pack	4G Flexi 250MB Plan	4G Flexi 1GB Plan	4G Flexi 3GB Plan	4G Flexi 5GB Plan	4G Flexi 10GB Plan
Included mobile Broadband allowance in Australia only	250MB	1GB = 1024MB	3GB = 3072MB	5GB = 5120MB	10GB = 10240MB
Monthly plan charge	\$5	\$10	\$20	\$30	\$50
Data price within your monthly allowance (monthly plan charge / allowance)	\$0.02c/MB	\$10/GB	\$6.66/GB	\$6/GB	\$5/GB
Excess usage per MB in Australia	2c	2c	2c	2c	2c
All usage per MB for Table 1 'additional' countries	10c	10c	10c	10c	10c
All usage per MB for Table 2 'additional' countries	25c	25c	25c	25c	25c
SIM card	\$2	\$2	\$2	\$2	\$2

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$5.00 for the 250MB plan, \$10 for the 1GB Plan, \$20 for the 3GB Plan, \$30 for the 5GB Plan and \$50 for the 10GB 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. in 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 in Australia within your monthly billing cycle, and
- If you use your Globalgig service in any of the 39 'additional' Globalgig countries.

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Early Termination

Early exit fees do not apply to month-to-month plans but we will not reimburse monthly charges on a pro-rata basis for the unused portion of a month. You pay your monthly plan charge in advance, and if you cancel during the month you have to pay for all of that month, you are also required to pay any excess or overseas Broadband usage charges that you incurred up to your cancellation. Other Information

Connecting other devices

With the Globalgig SIM you can tether your tablet to other devices. The device matters as frequencies vary from country to country and you need to ensure your device is compatible with the country's frequency you are visiting.

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 usage records and therefore usage alerts. You can also obtain your Broadband usage information by calling Customer Care on 1300 102 102.

Using Your Service Overseas

With this plan you can use your Globalgig service in Australia and 39 additional connected countries using APN mbb.voiamonet

Charges as per the tables above apply. Broadband usage within these countries is not 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.au, 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 www.globalgig.com/au/en/terms-and-conditions.