

critical information summary for your 1GB mobile broadband plan

Information about the Service

Here's a quick summary of all the important bits about your plan.

It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum term is 24 months.

What's Included and Excluded?

A USB dongle device is included as part of your plan at no additional charge.

You receive a 1GB Monthly Data Allowance, Your Monthly Data Allowance is for use in Australia only and can be used at any time (day or night). Your Monthly Data Allowance expires each month.

Once you've used your included data allowance, excess data used will be charged at **5¢** per MB (1 MB= 1024kb)

Information about pricing.

The minimum monthly charge is \$19.95.

The minimum amount you'll pay is \$478.80 over the 24 month contract.

Early Termination

If you choose to cancel your mobile broadband service or it is disconnected for any reason, within the 24 month contract term you will be required to pay an early termination fee (ETF).

The termination fee is calculated as your minimum monthly access fee multiplied by the months remaining in your contract plus any remaining device fee, if applicable.

Other Information

Coverage

Before purchasing this product check Optus Open Network™ coverage in your area at www.cloudtelecom.com.au/mobile/mobile-coverage/ or contact Cloud Telecom on 1800 358 339 for assistance.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

International Usage

Your Monthly Data Allowance doesn't include usage while you're overseas, so you'll be charged separately for this usage. You can find these rates at <https://www.optus.com.au>

Service Details

This mobile broadband plan uses the Optus network. Cloud Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Optus.

For further information on the Optus network please visit <http://www.optus.com.au/network>

We're here to Help

If you have any questions, just call us on [1800 358 339](tel:1800358339) so we can serve you better. Or you can visit us at www.cloudtelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/cloudtelecom/>

For instructions on how to access the member portal please check out the relevant article on our knowledgebase at <http://www.cloudtelecom.com.au/support>

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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