



CRITICAL INFORMATION SUMMARY

Club Mobile Broadband 12GB

Information about the Service

This is a 3G Mobile Wireless Broadband service which operates through a SIM card and provisioned on the Optus Mobile network.

Bundling Requirements

This service does not require you to bundle any other Club Telco services.

Equipment Required

You will need a 3G mobile wireless -enabled device, which does not need to be purchased from Club Telco, and a Club Telco SIM card for this service. Additional hardware may be included on some plans, or you may choose to purchase hardware at an additional cost. Please refer to www.clubtelco.com for options and costs.

Minimum Term

1 month

Included Data

Your plan includes the following data :
· 12GB

Once included data has been reached, your service will be restricted until the start of the next billing cycle. You may choose to purchase additional data blocks for a fee.

Service Availability

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using.

Annual Membership

Club Telco customers are required to pay an annual membership fee of \$80. This fee entitles you to membership benefits including our Best Plan Guarantee. This membership fee is included in your minimum monthly charge for your First month's service. The annual membership fee is only payable once per customer per year, regardless of the number of services the customer has with Club Telco.

Information about Pricing

Plan Information

Contract Term	Min Monthly Charge	Total Min Cost (in the first month)	Max Monthly Charge	Excess Charges	Cost of 1MB of data	Early Termination Fee
1 month	\$75.00	\$155.00	Variable dependent on use	N/A	\$0.007	N/A

Initial monthly charge includes the Club Telco annual membership fee (\$80).

Other Information

Usage Information

View up to date information about your data usage by logging in to MyAccount at www.clubtelco.com or by calling Customer Service on 13 TELCO (18 83 52).

Billing

Your first bill may include pro rata charges for part of a month if you started or changed your plan part-way through a billing period.

Customer Service Contact Details

Phone: 13 TELCO (13 83 52)

Website: www.clubtelco.com/contact.html

Email: contactus@clubtelco.com

Complaints and Disputes

If you have a complaint or a dispute please visit www.clubtelco.com/contact.html where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes handling processes. You may also lodge by calling 13 TELCO (13 83 52) or by sending an email to contactus@clubtelco.com.

Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Club Telco, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/about-us/contact-us.