

CRITICAL INFORMATION SUMMARY

Australia On Line 4G Wireless Broadband 500GB/month

This summary gives you the important information you need to know about your Australia On Line 4G Home Wireless Broadband plan. It covers things like the length of your contract, billing, what's included and what's not.

Service availability

This service is not available in all areas. Acceptance of your order is not a guarantee that the service is available at your location. In the event that further qualification checks conclude that we cannot supply the service we will cancel your order and refund any fees you've paid in connection with your order.

Minimum term

1 month minimum term at install address.

Data allowance

500GB/month data transfer (includes downloads and uploads). Data over 500GB/month is \$10 per GB.

WHAT'S INCLUDED

- Unlimited data.
- 20 email @ozonline.com.au or @australiaonline.net.au email addresses.
- Virus scanning of incoming emails.
- Optional free anti-spam scanning.

WHAT'S NOT INCLUDED

Static IP address is not available

Setup Fee

\$199 Wifi 4G Modem + \$20 Delivery.

INFORMATION ABOUT PRICING MONTHLY CHARGE

Your plan is \$85 per month

BROADBAND SPEEDS

The fastest possible 4G wireless speed will be provided.

Actual speeds may vary due to a number of factors including signal strength, local tower utilization, network conditions, hardware/software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Australia On Line.

Download speeds on devices connected via Wi-Fi router or network extender may be slower than on devices connected by Ethernet cable.

TOTAL MINIMUM PLAN COSTS

The total minimum amount you'll pay is \$304, consisting of \$85 first month, Huawei B525 \$199 and \$20 delivery.

EQUIPMENT

The service comes with a Huawei B525.

4G LTE

max device speed 300Mbps Download Upload 50Mbps

Wifi

802.11b/g/n/ac, 2.4G & AC1300 5G dual-band

Ports

3 x Gigabit Ethernet LAN, 1 x Gigabit WAN, 1 voice,

<https://consumer.huawei.com/uk/smart-home/b525/>

USAGE HISTORY

To track your usage sign in to

<http://usage.australiaonline.net.au>

If you have a query about your usage, please send an email to support@australiaonline.net.au with your query.

BILLING HISTORY

To review your billing, sign in to

<http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to accounts@australiaonline.net.au detailing your concern.

BILLING

You'll be billed in advance for the minimum monthly charge third Victorian business day each month.

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding.

29c processing fee applies to credit card transactions.

SERVICE CANCELLATION

To cancel the service, please send an email to disconnect@australiaonline.net.au specifying :-

- Your customer account number
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

An acknowledgement email will be sent to you in reply which will include a cancellation receipt number. If you do

CRITICAL INFORMATION SUMMARY

not receive a confirmation email then Australia On Line has not received your cancellation notification and you will need to contact Australia On Line directly on 1300 650 661 to ensure cancellation occurs.

Be aware that Australia On Line cannot be held responsible for the refund of access fees where we have not acknowledged receipt of a cancellation.

PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not guaranteed to be interruption free and you may be restricted in the operation of commercial services such as Web servers or email servers on this service.

WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Australia On Line Pty Ltd in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at management@australiaonline.net.au

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at;

<http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>