

## IGNITE MOBILE BROADBAND - PREMIUM

### Information About The Service

#### MINIMUM MONTHLY AMOUNT

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract.

#### MINIMUM TERM

The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

#### INCLUDED VALUE

The plan includes 30GB of included data per month.

#### KEY DETAILS

Mobile Broadband plans allow you to use the Internet over a 3G/4G mobile network connection utilising your own compatible device.

Your minimum monthly access fee includes an amount of data for both uploads and downloads that count towards your Included data usage.

1GB Top ups are available for \$10 extra per month. Maximum top up limit is 5GB. Please contact 1300 000 446 to activate.

You may change to a higher plan at any time during your minimum contract term, without penalty fees. To change to a plan with a monthly access fee lower than the plan you originally signed up to, whilst in contract, you are required to pay out the applicable Early Termination Fees.

#### HARDWARE REQUIREMENTS

Mobile wireless-enabled hardware is required to use this service.

4G Network access is only available on this plan if used with a device that is compatible with the following network frequencies: 700/1800/2100/2300/2600 MHz.

#### 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. Both 3G and 4G mobile network coverage is subject to availability in some areas.

#### SERVICE LIMITATIONS

Ignite Mobile Broadband delivers national data access only. Calls, SMS, MMS, Voicemail and International Roaming are not supported, therefore, the service cannot be used overseas or for non-data traffic.



## Critical Information Summary

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.

### WE'RE HERE TO HELP

If you have any questions, just call us on 1300 000 446 so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.au> for additional information, including to access information about your usage of the service.

### EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.ignitecorp.com.au>. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au>.

