

IGNITE MOBILE - ELITE

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

Unlimited calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.

Data Allowance

Your minimum monthly access fee includes 10GB 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.

VALUE ADD SERVICES

International Direct Dial call rates are available upon request 1300 000 446.

International Roaming is barred on activation. A list of countries available for roaming are available upon request 1300 000 446.

Voicemail is available upon activation.

HARDWARE

Use your own compatible handset.

MOBILE DATA EXCESS USAGE CHARGES

You will receive SMS warnings when data use reaches 50%, 85% and 100% of included data. If the included data is exceeded you will need to contact 1300 000 446 to activate an additional data top up.

EXCLUSIONS

Premium numbers, international Direct Dial Calls & International Mobile Roaming (Unless Activated).



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>.

