

# Critical Information Summary

## Mobile 5G data only plans

**Service to be provided:** "SIM-only" service for use with existing mobile phone handsets on the 5G network.

Data Included	Regular Data Only 25GB*	Large Data Only 45GB*	X-Large Data Only 120GB	XX-Large Data Only 220GB
Minimum Plan cost per month	\$25	\$35	\$60	\$70
Maximum Plan cost per month	\$25	\$35	\$60	\$70
Cost per GB of data	\$1.00	\$0.78	\$0.50	\$0.32
Early Termination Charge	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1
Capped speed	100Mbps	150Mbps	No	No

**\*Capped Speed:** Download speeds for included data are capped at 100Mbps for the 25GB plan and 150Mbps for the 45GB plan on the 5G network. There is no capped speed on the 120GB and 220GB plans.

### Information about the service

#### What is the service?

Aussie Broadband's mobile broadband service is a "SIM only" service for use with existing devices requiring internet access.

#### Where is it available?

The 5G rollout is ongoing and is not available in all areas, please see the coverage map to see if it is available in your area. Where 5G is not available, 3G & 4G is available with a 4G footprint coverage of 98% and a combined 4G & 3G coverage footprint of 98.5%. The link to the 5G coverage map is available here

<https://www.aussiebroadband.com.au/mobile/coverage-map/>

#### What do I need to access the service?

You will need a device that will accept the SIM card and supports 3.4GHz, and/ or 5G 26MHz bands.

#### What is included?

Features of this service include monthly data, which can be used in any compatible mobile device. It does not include any voice, SMS allowance or MMS allowance.

#### Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

#### Data sharing

Data sharing is available with people on the same Aussie Broadband account. All people sharing data must be Aussie Broadband customers with Aussie Broadband SIMS.

5G plans with capped speeds will pool with other 5G plans with capped speeds and existing 4G plans (Regular & Large). Full speed 5G plans will only pool with other full speed 5G plans (X-Large & XX-Large).

The data sharing feature is enabled by default, is automatic, and can't be toggled.

#### Do I have to bundle anything with the service?

No, you don't need bundle anything to use this service.

#### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [aussiebroadband.com.au/legal](https://aussiebroadband.com.au/legal)



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International roaming and calls are not available on this service.

The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>.

### Excess usage

There are no excess usage charges. Your speed will be slowed to 1.5Mbps when you use your full allocation of data. Top-ups are available via the MyAussie portal or app.

### Information about pricing

#### Exit fee

There are no exit fees for this service.

#### Set-up fee

There is no set-up fee for this service.

#### Equipment fees

You will need an Aussie Broadband SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

#### Other possible charges

- Data top-ups (not for international roaming) are available via the MyAussie portal at:
  - \$10 for 1GB
- Replacement SIMs will cost \$15 including express postage.

### Other information

#### Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

#### International roaming

International roaming is not available for this service.

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#### Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). Our support hours are constantly expanding – check our website for our current hours.

#### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

#### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

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