

CRITICAL INFORMATION SUMMARY

MOBILE BROADBAND



Information About the Service

Mobile Broadband provides you with wireless internet anywhere you can get a mobile phone (4G) signal, Australia-wide.

Service Requirements

Mobile broadband services require a suitable 4G modem for the service to operate.

Service Availability

<http://www.zetta.net.au/services/internet/mobile-broadband>

Minimum Term

Mobile Broadband services have 1 month or 24 month contract terms. Early termination fees apply.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination fees. Plan change fee is \$20. To change your plan, go to [Mobile Broadband Plan Change](#).

Information About Pricing

Plan	Minimum Monthly Charge	Monthly Included Quota	Total Minimum Price (24 mth Contract)	Total Minimum Price (1 mth Contract)	Cost of 1GB Data within Monthly Quota	Excess per 1GB
Wireless Green 8GB	\$33.00	8GB	\$817.00	\$107.00	\$4.13	\$15.00
Wireless Green 15GB	\$55.00	15GB	\$1,345.00	\$129.00	\$3.67	\$15.00
Wireless Green 25GB	\$85.00	25GB	\$2,065.00	\$159.00	\$3.40	\$15.00
Wireless Green 50GB	\$109.00	50GB	\$2,641.00	\$183.00	\$2.18	\$15.00
Wireless Green 100GB	\$139.00	100GB	\$3,361.00	\$213.00	\$1.39	\$15.00
Wireless Green 250GB	\$199.00	250GB	\$4801.00	\$273.00	\$0.80	\$15.00

- Total Minimum Price (24 mth Contract) includes 24 month plan fee + \$25 setup and modem/SIM delivery.
- Total Minimum Price (1 mth Contract) includes 1 month plan fee + \$49 connection fee + \$25 setup and modem/SIM delivery.
- Modem is not included in the price, however, can be purchased separately during signup.
- **Both upload and download data is counted.** If included data is exceeded, excess charges will apply. Usage data on Mobile Broadband services may be delayed up to 48 hours.
- These are standalone services and cannot be added to Data Pooling plans.



Other Information

Communications Alliance Broadband Education Package

This education package is intended as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. Please refer to: <https://www.commsalliance.com.au/BEP>

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 5pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service.

In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint