

INFORMATION ABOUT THE SERVICE

Mobile Broadband provides wireless internet access wherever you can receive a 4G mobile signal, Australia-wide. A suitable 4G modem is required for the service to operate.

Mobile Broadband services are not available at all locations. Service availability depends on 4G network coverage.

[Check availability at zettaGRID.com/all-products/mobile-broadband/](http://zettaGRID.com/all-products/mobile-broadband/)

Minimum Term	Early Termination & Plan Change Fees
1 month or 24 month contract terms available. Early termination fees apply.	Refer to the Fees Quick Reference Card for full early termination fees. Plan change fee is \$20. To change your plan visit zettaGRID.com/support .

INFORMATION ABOUT PRICING

Plan Fees

Plan	Min. Monthly Charge	Monthly Quota	Total Min. Price (24 mth)	Total Min. Price (1 mth)	Cost per 1GB within 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	\$4,801.00	\$273.00	\$0.80	\$15.00

- **Total Minimum Price (24 mth Contract):** includes 24 monthly plan fees + \$25 setup and modem/SIM delivery.
- **Total Minimum Price (1 mth Contract):** includes 1 monthly plan fee + \$49 connection fee + \$25 setup and modem/SIM delivery.
- **Modem:** not included in plan price but can be purchased separately during signup.
- **Data counting:** both upload and download data count toward your monthly quota. Excess charges apply if included data is exceeded. Usage data may be delayed up to 48 hours.
- **Standalone service:** cannot be added to Data Pooling plans.

Other Fees

Fee Type	Amount (inc. GST)
Setup and modem/SIM delivery	\$25.00
Connection fee (1 month contract only)	\$49.00
Plan change fee	\$20.00
Excess data (per 1GB, both upload and download counted)	\$15.00 per GB

OTHER INFORMATION

Communications Alliance Education Package

The Communications Alliance provides a guide to help Australians understand broadband technologies and performance factors.
commsalliance.com.au/BEP

Customer Service

Email	support@zettaGRID.com
Phone	1300 597 656
Hours	8am–5pm AWST, Mon–Fri (excl. pub. holidays)
Contact	zettaGRID.com/contact-us/

Financial Hardship Policy

If you are experiencing financial difficulty, ZettaGRID has a Financial Hardship Policy to assist you: [View our Financial Hardship Policy](#)

Standard Form Customer Contract

Our full terms and conditions, including the Standard Form Customer Contract, are available on our website: zettaGRID.com/terms/

Dispute Resolution & TIO

If dissatisfied, please contact us first: zettaGrid.com/terms/dispute-escalation-process/ If unresolved, escalate to the TIO (Telecommunications Industry Ombudsman) — an independent body handling unresolved telco disputes.

Phone	1800 630 614
Online	www.tio.com.au/making-a-complaint