



4G Mobile

Information About the Service

This service is a 4G mobile voice and data service utilising the Optus 4G Mobile Network and is serviceable wherever the Optus 4G Network is available. This service delivers a 4G mobile connection to your mobile device over 700MHZ to 2600MHZ frequencies were available. The minimum contract term is 1 month.

The monthly plan fees include local, national and mobile calls, SMS and MMS to standard national mobile numbers, calls to 13, 1300 and 1800 numbers, a data allowance and a physical SIM configured with the Optus 4G Mobile Network.

Bundling Arrangements

This service is not conditional on any bundling arrangements, Connected 360 do provide other telco services that can be included on one bill. It is recommended that it be used in conjunction with a dedicated Connected 360 broadband service.

Mandatory Components and Conditions

A compatible mobile device is required to use the service and must be supplied by the customer. The device must be unlocked and able to use the Optus 4G network that covers 98.5% of the Australian population.

Your monthly included calls, SMS and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers, or content charges. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international rates.

Monthly data inclusions are set out in the table below.

If you use more than your included data during your billing month, Connected 360 will automatically top up your service with a 1 GB bolt-on and charge \$11 for every 1 GB. Data expires at the end of each billing month.

Overseas roaming is not available with this service.

Data is counted in kilobytes and includes uploads and downloads.

Critical Information Summary

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Information About Pricing

Plan	Low	Medium	Large
Monthly Fee	\$30	\$35	\$45
Included Data	5GB	30GB	60GB
Standard Calls	Unlimited		
SMS and MMS	Unlimited		
Calls to 13 / 1300 / 1800	Unlimited		
Contract Term	1 Month		
Excess Data per GB	\$11		
Minimum Total Contract Price	\$30	\$35	\$45

If a replacement SIM is required, a \$15 replacement fee will apply.

If you use your device for services not included in your plan or exceed your monthly allowances, additional fees may apply. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Billing and Usage Information

Account information can be obtained by accessing our online portal, access information will be provided by calling our accounts department on (07) 5343 7424 or emailing accounts@connected360.com.au.

All prices include GST.

Exit Fee Charges

There are zero exit fees for this particular service.



Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on (07) 5343 7424, or email connect@connected360.com.au if you have any questions or would like to give feedback. We have an Australian based team of professionals who can assist you with any technical support, account or sales enquiries. If you have a complaint or dispute, please call (07) 5343 7424 and ask for the resolutions team, or email connect@connected360.com.au. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.connected360.com.au

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting tio.com.au/making-a-complaint to resolve any issues.