

# Home Mobile Broadband (Monthly) Critical Information Summary

## Information About the Service

### Service Description

Your Plan is for a 3G Mobile Wireless Broadband Service, which operates through a SIM Card and provisioned on the Optus Mobile Network.

### Requirements and Availability

You will require a 3G Mobile Wireless-enabled device and an ello SIM Card to connect your service. ello can provide you a USB or Pocket WiFi modem router. Alternatively you can provide your own modem. If you choose to take a modem from ello, the price is \$69.00(inc.GST) for a USB Modem-Huawei E3131 or \$99 (inc.GST) for a Pocket WiFi Modem -Huawei E5331. ello charges \$20.00(inc.GST) for an ello Mobile SIM Card including delivery anywhere in Australia.

You can check if the service is available in your area by calling 1300 – ello ello (1300-355-635).

### Minimum Term

Monthly

## Information About Pricing

### ello Home Mobile Broadband (Monthly)

Plan	Monthly Charge	Monthly Data	Unit Cost of 1GB Data Included in Plan	Early Termination Fee	Minimum Total Cost **
1.5GB -BYO	\$25.00	1.5GB	\$16.67	\$0	\$45
4GB -BYO	\$35.00	4GB	\$8.75	\$0	\$55
7GB -BYO	\$50.00	7GB	\$7.14	\$0	\$70
10GB -BYO	\$65.00	10GB	\$6.50	\$0	\$85

\*\*Total Minimum Cost includes \$20 SIM Charge (including delivery), plus one month of ello Mobile Broadband rental.

All charges include GST.

Supply of this Mobile Broadband Service does not require bundling with any other ello service.

### Excess Data Usage

Both uploads and downloads count towards your monthly included data. There are excess data usage charges- \$0.10 per MB.

### Setup Fee

An ello Mobile SIM Card is required in order to use the service. A \$20 charge applies for an ello Mobile SIM Card including delivery anywhere in Australia.

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## Early Termination Fee

There is no early termination fee applied on this plan.

## Plan Changes

You can change your ello Mobile Broadband plan to another current ello Mobile Broadband plan with a \$20 Plan Change Charge.

## Other Information

### Usage Information

For information about your current usage levels please contact Customer Service by calling 1300-ello ello (1300-355-635).

### Email Billing

ello is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service.

### Payment Method

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

## Dispute Resolution Process

### Contact Us

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 - ello ello (1300-355-635) from 9am - 5pm AEST, Monday to Friday. If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined on our website [www.ello.com.au](http://www.ello.com.au).

### Telecommunications Industry Ombudsman

If you are still not satisfied with the outcome of your complaint after following the above 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's website at [www.tio.com.au](http://www.tio.com.au).