

## Information About the Service

The home wireless broadband service is a service provided over the Optus 4G network. The service is most suited to customers who are unable to get NBN or faster than 12 megabit internet speeds on ADSL.

### What is Included:

- Huawei B525 Modem
- 4G Internet Service

### What is not Included:

- Dishonour and late payment fees
- Telephone service

### Important Qualifications:

- Mobile coverage is not available in all areas, please check - <http://www.optus.com.au/shop/mobile/network/coverage> before purchasing this service to ensure coverage is in your area
- Subject to 4G being available in your area

### Fair Use:

The fair use policy applies to this service, for detailed information please see - <https://url.net.au/fair-use-policy.pdf>

## Information About Pricing

### Setup Fees:

Setup fees vary depending on the length of contract:

- \$219 which includes the Huawei B525 Router

### Minimum Monthly Fee:

Plan	Monthly Data (GB)	Monthly Charge	Setup Fee	Minimum Term (Months)	Total Minimum Cost	Unit Cost 1GB of Included Data
Home Wireless Broadband 250 (1 Month Term)	250	\$79	\$219	1	\$298	\$0.32

- *Monthly Data = Uploads and Download combined*, 1000MB of data = 1G
- If you go over your monthly allowance a per gigabit charge of \$11 per gigabyte used is applied.

### Service Cancellation

The service can be cancelled at anytime providing 30 days notice is provided. No refunds are provided for unused usage or for the router.

### Other Information

This is a summary only. For full product details, including all fees and charges please visit:

<http://www.url.net.au/services/home-wireless-broadband>

### Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

### Usage Information

You can always keep track of your download usage by visiting <https://dashboard.url.net.au> and selecting the "Data Usage" link. This will display your current month's Data Usage which is updated daily.

### We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:

<http://www.url.net.au/legal/>

### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)