



# Critical Information Summary

## Combo NBN 25Mbps + 5GB Mobile Service

### Service Descriptions

This is an nbn™ broadband and Standard Mobile Combo service to your premises which will give you the benefits to enjoy unlimited broadband and unlimited standard mobile service with 5GB included mobile data which carried OPTUS 4G network.

**Combo Service Minimum Monthly Fee \$59.00**

### Information about nbn™ service

#### Plan Inclusions

INCLUDED Usage	Amount (Inc.GST)
nbn™ Usage	Unlimited* - Rates Do Not Apply
Speed Tier	25Mbps

#### Plan Exclusion

EXCLUDED Usage	Amount (Inc.GST)
Excess Fee	Unlimited* - Rates Do Not Apply

#### Modem

Wi-Fi modem is not included. If you bring your modem, ensure it is compatible with your nbn™ service. You can purchase a modem from us for \$99.00 and \$20.00 postage charges. The total cost for this device will be \$119.00 at your doorstep.

#### Speed

To view, the nbn™ speed tier and details refer to the nbn™ key fact sheets

#### nbn™ Activation & Connection Fees

An nbn™ termination device may be installed in your home depending on your connection type. There is no fee if you are transferring an existing line connection from another provider. **NB:** A connection fee of \$299.00 applies for a new line connection only plus any Labor charge (if applied) and will not be refunded if canceling after submitting the nbn™ order

#### Incorrect Callout Fee

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an Incorrect call-out fee of \$99.00 applies. Any additional technician charges incurred will be added to your account. \$99.00 will be applicable for the Late Cancellation of Appointment or Missed Appointment fee.

#### Relocation Fee

A relocation fee of \$99.00 applies for nbn™ service relocations if you move address. A service can only be relocated if your new address is served by an exchange enabled with the appropriate equipment.

#### Customer Service Guarantees (CSG) on nbn™

This service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at [acma.gov.au](http://acma.gov.au)

#### Priority Assistance and Medical Services

Priority assistance: you mustn't rely on our services for priority assistance, as we don't offer a priority assistance service. Our plans aren't suitable if you or someone in your home has a serious life-threatening condition and would be at risk without phone service. If you need a priority assistance service, please contact another provider like Telstra.

#### Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ co to you.

### Information about Mobile service

#### Plan Inclusions

INCLUDED Usage	Amount (Inc.GST)
Standard Call-Mobile/Landline	Unlimited* - Rates Do Not Apply
National SMS	Unlimited* - Rates Do Not Apply
Flag Fall	Unlimited* - Rates Do Not Apply
Calls to 13/18 Numbers	Unlimited* - Rates Do Not Apply
Voicemail	Unlimited* - Rates Do Not Apply
DATA	5GB

#### Plan Exclusions

EXCLUDED Usage	Amount (Inc.GST)
Data Excess Charges	\$0.01/MB (\$10.00/GB)
International Call Rates	Refer to Website
International SMS/MMS	\$0.20
124 YES Calls (per Min)	\$4.00

#### NO GPRS DATA Barring

Aqua will be notifying you once you will be reaching 50%, 85%, and 100% of your Monthly GPRS Data limit.

**We do not place BAR for GPRS to stop your Mobile Data.** Once you will exceed your included DATA – the excess rate will be \$0.01/MB (\$10.00/GB)

**NB:** Once the included DATA will be over, you can contact to support team to buy more GPRS DATA BOLT-ON(s)

#### Hardware/Handset

Aqua SIM card will not be working in any of the Network Locked Handset If your mobile device is locked from your previous provider.

#### Warning

International Calls and Roaming are barred by default on all connected services and available to credit approved customers on request with a \$200 advance fee. International Roaming is very expensive for all types of call messaging and data. If you are concerned about the cost of International Roaming, you should not enable this service and enquire about a local service in the country in which you are traveling. Customers who use International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your handset. International Roaming call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

#### Service Activation

You are requested to contact us after receiving your SIM card to get your service activated. You can contact AQUA Mobile between 9.30 AM to 7.30 PM at (03) 8400 5212 or Email us at [support@aquamobile.net.au](mailto:support@aquamobile.net.au).

**AQUA MARKETING PTY LTD**

ABN 23 637 201 711 | PO Box 260, Epping, VIC 3076

P (03) 8400 5212 | F (03) 9021 8910 | E [support@aquamobile.net.au](mailto:support@aquamobile.net.au) | W [www.aquamobile.net.au](http://www.aquamobile.net.au)

## Information about Billing

Billing Cycle	Bill Issued By	Payment Due Date
Calendar Month	2 <sup>nd</sup> of Every Month	10 <sup>th</sup> of Every Month

### Monthly Payment

AQUA Mobile will debit your monthly bill on the due date 10<sup>th</sup> of every month from your nominated account. In case the payment is dishonored the payment will be automatically re-scheduled for the 20<sup>th</sup> of that month for all nonpayment accounts.

### Late Payment Fee

A fee of \$10 excluding GST may apply if you don't pay your bill by the due date.

### Your Bill

Email billing is free. There is a \$2.50 paper bill fee. Your 1<sup>st</sup> Invoice will be Prorated, For more information refer to our website: <https://www.aquamobile.net.au/rate-charges>

**In case of any combo offer** – the Combo line rental gets billed from the day any of one service (nbn™ or mobile) gets connected.

### Service Disconnection

All service disconnections will not be prorated and will be forced at the end of the Calendar Month at 11:59 PM.

### Combo Service Disconnection

In the event of **Disconnection of Mobile Service**, the combo minimum monthly rental will remain the same.

In the event of **nbn™ Service Disconnection**, the mobile service plan will be reverted to the regular monthly fee. For more mobile plan details refer to our website <https://www.aquamobile.net.au/mobile-plans>

### Fair To Use Policy:

Fair Use Policy refers to 'unreasonable' use of this particular plan. For more details refer to our website <https://www.aquamobile.net.au/terms-policy>

### Cooling OFF Period

You have a right to cancel this Agreement and send the goods back to us within 1 Month from and including the day after getting your service-connected. **NB:** Goods should be packed in the original packing with the accessories if sent back to AQUA Mobile.

### Service Suspension and Cancellation for NON Payment

If your account is overdue by more than 30 days of the bill issued AQUA Mobile reserve the right to cancel or suspend your service and to charge that outstanding amount without any further information. For more information refer to the Financial Hardship Policy on our website: <https://www.aquamobile.net.au/terms-policy>

### Customer Service (Contact us)

You can contact us between 9.30 AM to 7.30 PM at **(03) 8400 5212** or Email us at [support@aquamobile.net.au](mailto:support@aquamobile.net.au). Our Postal Address is **PO BOX 260, Epping VIC 3076**

### Customer Complaints

If you have a complaint, we urge you to contact Customer Service first so we can try to resolve your complaint straight away on **(03) 8400 5212** or email [support@aquamobile.net.au](mailto:support@aquamobile.net.au)

### Resolution Process

Generally, any inquiries and issues raised through first contact with us are resolved. However, if your issue persists, we promise to keep in regular contact until any issue has been resolved to your satisfaction. If you are still not satisfied with the proposed resolution after the full resolution process then you may contact the TIO at <http://www.tio.com.au> or call them on 1800 062 058

**NB** Our fees may change from time to time and you will be notified ahead of time. Charges for other usages can be found on [www.aquamobile.net.au](http://www.aquamobile.net.au)

OTHER Fees And Charges	Amount (Inc.GST)
Router Fee	\$99.00
Shipping/Postage Fee	\$20.00
Static IP (Blocks of 4)Monthly Fee	\$13.50
Late Payment Fee	\$10.00
Payment Dishonour Fee	\$10.00
Paper Bill Fee	\$2.50
Bpay Fee	\$2.50
Plan Migration Fee	\$15.00
Number Swap or Service Relocation Fee	\$99.00

**AQUA MARKETING PTY LTD**

ABN 23 637 201 711 | PO Box 260, Epping, VIC 3076

P (03) 8400 5212 | F (03) 9021 8910 | E [support@aquamobile.net.au](mailto:support@aquamobile.net.au) | W [www.aquamobile.net.au](http://www.aquamobile.net.au)