

# Virtual Access

## Critical Information Summary

### *Virtual Access Mobile broadband (Mk 3 Plans)*

#### **Information About The Service**

##### *The service:*

Virtual Access Mobile Broadband (Mk 3) is a mobile broadband service. The underlying network is the Optus 3G network

##### *Bundling:*

Supply of this service does not require bundling with other products or services.

##### *Mandatory components:*

You will require a compatible 3G modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

##### *Minimum term:*

A 12 month minimum term applies to this service.

##### *Included & Excess Data:*

The service includes a calendar monthly usage allowance. Usage is calculated as the sum of both upload and download usage. Included data can only be used in Australia and expires every month. Excess charges apply in addition to the monthly plan fee if the allowance is exceeded.

The service will be suspended until the end of the calendar month if the service's usage is exceeded by 1Gb (1000 Mb). Excess usage charges are therefore capped at 1 Gb.

##### *Important conditions:*

This service may not be available at your location. Please visit <http://www.optus.com.au/shop/mobile/network/coverage> for coverage information.

This service provides you with a dynamic IP address.

#### **Information About Pricing**

##### *Minimum monthly charge:*

Service Plan	Mobile 1	Mobile 3	Mobile 8
Minimum monthly charge	\$22.00	\$33.00	\$44.00
Minimum charge for entire term	\$284.00	\$416.00	\$548.00

### *Maximum monthly charge:*

Service Plan	Mobile 1	Mobile 3	Mobile 8
Maximum monthly charge (including excess usage)	\$55.00	\$66.00	\$77.00
Minimum charge for entire term (including maximum allowed excess usage each month)	\$680.00	\$812.00	\$944.00

### *Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times \$10, and adding a \$33 administration fee.

### *Unit Pricing Information:*

Service Plan	Mobile 1	Mobile 3	Mobile 8
Cost of 1 Mb of included usage	2.2 cents	1.1 cents	0.55 cents
Cost of 1 Mb of excess usage	3.3 cents	3.3 cents	3.3 cents

## **Other Information**

### *Usage information:*

To assist with spend management, usage warnings are provided by email when usage reaches 50%, 85% and 100% of the service's usage allowance. Further information can be obtained on request by calling us on 1300 132351 or by sending an email to [help@virtual.net.au](mailto:help@virtual.net.au).

### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 132351 or by sending an email to [info@virtual.net.au](mailto:info@virtual.net.au) if you have any questions, would like to give feedback or complain.

### *Telecommunications Industry Ombudsman (TIO):*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062058

Fax: 1800 630614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2016.