

Critical Information Summary:

Hello Mobile “Wireless Broadband – Starter Kits”



25th November 2013

Information About the Service

Hello Mobile Wireless Broadband is a prepaid 3G internet service that allows you to connect on-the-go without any lock-in contracts or unexpected expensive data bills. With competitive rates and a range of data packs to choose from, Hello Mobile Wireless Broadband is the perfect way to save on 3G mobile broadband from your unlocked laptop modem, iPad or tablet.

Hello Mobile Wireless Broadband access is limited to internet use within Australia.

Information About Pricing

Minimum Monthly Charge

Hello ‘Wireless Broadband’ is a pre-paid service. A minimum monthly charge is not applicable

Maximum Monthly Charge

Hello ‘Wireless Broadband’ is a pre-paid service. A maximum monthly charge is not applicable.

Maximum Early Termination Charge

The Hello Mobile ‘Wireless Broadband’ packs are not subject to a contract period. No early termination charge is applicable.

Standardised Cost Information

Plan Details	Data rate	Expiry
\$10.00 “500MB starter kit” Includes <ul style="list-style-type: none">➤ \$10 included credit➤ Hello Wireless Broadband SIM card	\$0.02 per MB (\$10.00 credit = 500MB)	30 days
\$20.00 “1GB starter kit” Includes <ul style="list-style-type: none">➤ \$20 included credit➤ Hello Wireless Broadband SIM card	\$0.02 per MB (\$20.00 credit = 1GB)	30 days
\$30.00 “2GB starter kit” Includes <ul style="list-style-type: none">➤ \$30 included credit➤ Hello Wireless Broadband SIM card	\$0.015 per MB (\$30.00 credit = 2GB)	30 days

Recharge Options	Data rate	Expiry
\$10.00 (500MB)	\$0.02 per MB	30 days
\$20.00 (1GB)	\$0.02 per MB	30 days
\$30.00 (2GB)	\$0.015 per MB	30 days

Other Information

Call and Data Usage Information

Hello Mobile customers can obtain information:

- On Hello Mobile usage pricing at <https://www.hellomobile.com.au/plans/data.aspx>
- On their Hello Mobile usage at <https://secure.hellomobile.com.au/>

International Roaming Costs

Not applicable - your Hello Mobile Wireless Broadband service will not operate if it is used outside Australia.

Customer Service Contact Details

You can contact Hello Mobile Customer Service by calling **1300 126 999** or by sending an email via the following address support@hellomobile.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the Hello Mobile website at www.hellomobile.com.au/support/pages/complaints-policy

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/making-a-complaint