

Critical Information Summary

Mobile Broadband

Information About the Service

Mobile Broadband provides you with wireless internet anywhere you can get a mobile phone (4G) signal, Australia-wide.

Service Requirements

Mobile broadband services require a suitable 4G modem for the service to operate. If the 4G SIM is inserted into a 3G device it will operate at 3G speeds.

Service Availability

<http://www.zetta.net.au/services/internet/mobile-broadband>

Minimum Term

Mobile Broadband services have 1 month and 24 month contract terms. Early termination fees apply.

Information About Pricing

Plan	Minimum Monthly Charge	Monthly Included Quota	Total Minimum Price (24 mth Contract)	Total Minimum Price (1 mth Contract)	Cost of 1GB Data within Monthly Quota	Excess per 1GB
Wireless Green 5GB	\$22.00	5GB	\$553.00	\$96.00	\$4.40	\$12.00
Wireless Green 8GB	\$33.00	8GB	\$817.00	\$107.00	\$4.13	\$12.00
Wireless Green 15GB	\$55.00	15GB	\$1,345.00	\$129.00	\$3.67	\$12.00
Wireless Green 20GB	\$77.00	20GB	\$1,873.00	\$151.00	\$3.85	\$12.00
Wireless Green 30GB	\$99.00	30GB	\$2,401.00	\$173.00	\$3.30	\$12.00
Wireless Green 50GB	\$99.00	50GB	\$2,401.00	\$173.00	\$1.98	\$12.00
Wireless Green 70GB	\$119.00	70GB	\$2,881.00	\$193.00	\$1.70	\$12.00
Wireless Green 100GB	\$139.00	100GB	\$3,361.00	\$213.00	\$1.39	\$12.00

- Total Minimum Price (24 mth Contract) includes 24 month plan fee + \$25 setup and modem/SIM delivery.
- Total Minimum Price (1 mth Contract) includes 1 month plan fee + \$49 connection fee + \$25 setup and modem/SIM delivery.
- Modem is not included in the price however can be purchased separately during signup.
- Wireless Green 50GB and 70GB plans do not include a static IP address. All other plans do.
- **Both upload and download data is counted.** If included data is exceeded, excess charges will apply. Usage data on Mobile Broadband services may be delayed up to 48 hours.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination fees.

Plan change fee is \$20. To change your plan, go to [Mobile Broadband Plan Change](#).

Other Information

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

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