



Critical Information Summary

Wireless Broadband

Information About The Service

The service:

RBE Internet offers a Wireless Broadband service offering fast speed internet access with either a monthly included data allowance or a prepaid data allowance. Monthly accounts are capped but you can choose to continue past your data limit. Prepaid accounts are capped at 8GB per month and will stop at 8GB usage in one month..

Bundling:

Our Starter Pack includes a USB modem and SIM card.
Our WiFi Starter Pack includes a Pocket WiFi and SIM card.

Prepaid Account plans include 300mb of data on start up.

Mandatory components:

You will require a SIM Card and USB modem or Pocket WiFi for this service. The monthly fee does not include the cost of a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

Minimum term:

There is no minimum term for this service.

Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum monthly charge:

MONTHLY PLANS	\$ pm	\$perGB	Account Cap	Excess Data \$	Contract Term	<i>Minimum Charge</i>
500mb data pm	\$10.00	\$20.00	1500mb	.03cpmb	12 Months	<i>\$120.00</i>
1 GB data pm	\$15.00	\$15.00	2GB	.03cpmb	12 Months	<i>\$180.00</i>
2 GB data pm	\$20.00	\$10.00	3GB	.03cpmb	12 Months	<i>\$240.00</i>
5GB data pm	\$29.00	\$5.80	-	.015cpmb	-	<i>\$29.00</i>
8 GB data pm	\$34.00	\$5.25	-	.015cpmb	-	<i>\$34.00</i>
15GB data pm	\$60.00	\$4.00	-	.015cpmb	-	<i>\$60.00</i>

30GB data pm	\$99.00	\$3.3	-	.015cpmb	-	\$99.00
PREPAID PLANS						
500mb	\$15.00	.03cpmb	Over 30 days			\$15.00
1GB	\$20.00	.02cpmb	Over 30 days			\$20.00
2GB	\$29.00	\$14.50 pergb	Over 30 days			\$29.00
3GB	\$45.00	\$15 pergb	Over 90 days			\$45.00
4GB	\$55.00	\$13.75pergb	Over 90 days			\$55.00
6GB	\$85.00	\$14.17pergb	Over 90 days			\$85.00
10GB	\$95.00	\$9.50pergb	Over 180 days			\$95.00
15GB	\$145.00	\$9.67pergb	Over 365 days			\$145.00

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data which incurs excess charges.

Early termination charges:

There are no early termination charges. These accounts are Month to Month, however you do need to advise us prior to the end of the month if you wish to discontinue your monthly internet access from the 1st of the following month.

Other Information

Usage information:

You can monitor your usage by calling us on 0888 622134.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 08 88622134 or by sending an email to admin@rbe.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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

