

# RBE Mobile Broadband Critical Information Summary

Current at July 2020

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

## Equipment needs

You will require a 4G modem for this service. The monthly fee does not include the cost of a modem but you may purchase one from us at an additional cost. Please contact us for further information. Prices may vary depending on which products are currently available.

All new plans require a new SIM card – \$15 + Postage

## Minimum term

The service is available on a month-to-month basis or on a prepaid basis.

## Important conditions

This service may not be available at your location. Call to confirm availability if needed. This service provides you with a dynamic IP address. Static IP addresses are available on request. These connections are not intended for use overseas or usage outside Australia.

## Obtaining Consent

RBE will require and retain on file consent to establish your connection in the form of:

An order form, either signed, or originating from a email account that we have on record as owned by the purchaser

Where possible, a copy of the most recent previous suppliers invoice

## Early termination charges

If you cancel your service prior to the end of your current monthly billing cycle you will be required to pay for the remainder of the monthly billing cycle.

## 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>

## Customer Service

We are committed to providing you with excellent service. Please contact us by calling 08 8862 2134 or by sending an email to [admin@rbe.net.au](mailto:admin@rbe.net.au) if you have any questions, would like to give feedback or complaint.

## Education Pages to Assist you understand Telecommunications Concepts

[The Communications Alliance Broadband Education Package](#)

## Monthly Minimum Charges

Standard Plans *(included data)	Excess data rate	Min. Cost+	\$/Gb	Monthly Rate
5Gb	\$15/Gb	\$45	\$6.00	\$30
8GB	\$15/Gb	\$59	\$5.50	\$44
15Gb	\$15/Gb	\$85	\$4.67	\$70
20Gb	\$15/Gb	\$95	\$4.00	\$80
30Gb	\$15/Gb	\$120	\$3.50	\$105

+ Minimum cost includes one month subscription plus SIM Card (\$15)

\* Standard Plans are capped at 130Gb/month. Any data used beyond the plans included data will be charged at the Excess data rate

## Prepaid Rates

Plan (Included Data/ Duration)	Fee	\$/Gb	
1Gb / 30Day	\$25	\$25.00	\$35
2Gb / 30Days	\$35	\$17.50	\$45
3Gb / 90Days	\$55	\$18.33	\$65
6Gb / 90Days	\$99	\$16.50	\$109
10Gb / 180Days	\$115	\$11.50	\$125
15Gb / 365Days	\$199	\$13.27	\$209

+ Minimum cost includes prepaid data plus plus SIM Card (\$15)

## Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data beyond your data quota. Excess data will be charged according to the excess data fee for your chosen plan for all data used beyond the plans monthly quota.

## Early Termination Fees

Plan Changes will incur a \$15 plan change fee and does not come into effect until the 1st of the following month. You can choose to purchase a new sim card \$15.00 and move to a new account option with immediate effect.

## Tracking your spend

You will receive Data Alerts at 50% 85% and 100% of data usage on monthly plans.

You can request a usage update by sending an email

to [admin@rbe.net.au](mailto:admin@rbe.net.au)

or by calling us on 08 8862 2134

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