

## Information About the Service

URL Mobile Entry is a mobile phone service powered by the Optus network for use in Australia providing 98.5% coverage.

### What is Included:

- Mobile phone plan powered on the Optus Network
- Data allowance depending on selected plan

### What is not Included:

- Mobile handset
- Dishonour and late payment fees

### Minimum Term:

1 calendar month

### Limitations:

- Mobile handset, please check if your handset is compatible - <http://optus.com.au/compatibility>
- Mobile coverage is not available in all areas, please check - <http://www.optus.com.au/shop/mobile/network/coverage> before purchasing this service to ensure coverage is in your area

### Data Allowances:

- *Monthly Data = Uploads and Download combined*, 1000MB of data = 1G
- Plans have the option of allowing excess data or can be limited to the monthly allowance to avoid excess data charges
- Included usage not used in the month does not carry forward

### Plan at a Glance:

Monthly Plan Cost:	\$35
Included Data:	1.5GB per calendar month
SMS/MMS:	Included
International Call Allowance:	\$55
Excess Data per GB:	\$10
Rate Increments:	30 seconds
Australia Calls (Mobile, Local, National, 13/1300)	Included
Voicemail (Deposit and Retrieval)	Included
Call Forwarding:	Included
Flagfall:	Included

### Fair Use Policy:

URL Networks fair use policy applies, please visit <http://url.net.au/assets/legal/FairUsePolicy.pdf> for additional information

## Information About Pricing

### Minimum Monthly Fee:

\$35 per calendar month.

### Service Add On:

Excess data is billed in per gigabyte block at \$11 per gigabyte

**Service Cancellation:**

Service is month by month and can be cancelled at any time before the 1st of the following month. Excess data or call charges will be billed in arrears.

**Plan Changes:**

Any plan changes incur a \$5.50 per change fee.

**International Inclusions:**

This plan provides a \$55 including GST allowance for international calls which are billed in 30 second increments. For International rates please visit - <http://www.optus.com.au/shop/Mobile-Site/International-Roaming/Postpaid-Rates>

**Other Information**

This is a summary only. For full product details, including all fees and charges please visit: <http://www.url.net.au/services/mobile>

**Billing Information:**

This service is billed on the anniversary of each month based on the day you signed up and is billed in advance.

**Usage Information:**

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated hourly. You can also enable call spend notifications by doing the following steps:

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" to apply

**Late Fees:**

If your invoice is unpaid for 28 days or more then a late fee will be charged of 2% above the standard RBA cash rate.

**We Are Here to Help:**

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

**Coverage:**

Before purchasing this service we recommend you check the Optus Coverage tool to ensure service is available in your area by using this link - <http://www.optus.com.au/shop/mobile/network/coverage>

**International Roaming:**

Australian Included calls and data is not available when overseas. If you wish to use your service overseas then additional charges will apply, to avoid bill shock please visit -

<http://www.optus.com.au/shop/Mobile-Site/International-Roaming/Postpaid-Rates>

**Dispute Process:**

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:

<http://www.url.net.au/legal/>

**Telecommunication Industry Ombudsman:**

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)