



Critical Information Summary

Vividwireless 200GB Data Plan (\$70 per month)
Plan ID: PO-LTE-200GB-01

Information about the Service

Description of the Service

This is a wireless broadband service which includes 200GB data allowance for use within Australia at the address you nominate in your service application. During the modem activation process you will be required to enter the mandatory direct debit payment details. Simply turn on the modem, connect via Wi-Fi, open a web browser, activate modem and setup an account.

Serviceability and Speed

Service is only available in selected areas on the Optus 4G Plus network with the modem supplied by Vividwireless. There may also be technical or commercial reasons that affect your ability to access the service at your address. Check your service availability at vividwireless.com.au. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Vividwireless service uses the Optus 4G Plus network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on the Optus 4G Plus network. In metropolitan areas where you connect to 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1Mbps are available. Otherwise in other compatible coverage areas, download and upload speeds of up to 5/1Mbps are available. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

We will provide you with unique login details to access your account. The IP (Internet Protocol) address allocated to you may be different each time that you log in.

Mandatory Goods

You will need a compatible modem to take advantage of this offer.

Modem	Outright cost on month to-month contract
Home Gateway	\$199

Special Promotions

This summary excludes any special promotions or value added services that may be associated with your plan or added by you after your contract commences.

Minimum Term

You can get this plan on a month-to-month contract.

The minimum total cost in the first month (including the modem cost) is **\$269**

Inclusions

Plan inclusions and exclusions	Amount	Included in your monthly fee
Monthly Data Allowance	200GB	Yes
Excess Data	\$10 per 10GB up to a max of 5 data top ups each month, added manually	No

If you exceed your monthly data allowance, your service will be slowed to 256kbps until you either purchase additional data top ups (max 5) or until the start of your next billing period.

Unused data is not rolled over to the next month.

The Vividwireless Fair Go Policy (Policy) applies to this plan. The Policy sets out the rules and guidelines relating to your use of the Internet. For further details go to vividwireless.com.au/policies/fair-go-policy

Information about pricing

Minimum monthly charge payable (excluding any equipment) **\$70** (inc. GST)

Data Usage

Data is counted in kilobytes and includes both uploads and downloads. The cost of 1MB of data within your data allowance is \$0.0003.

Other information

Usage Information

You can track your usage on the plan by visiting My Account at vividwireless.com.au/myaccount

Using your service overseas

You cannot roam overseas on this service.

Customer Service

For assistance with your account, call us on **1300 32 78 37**, email us at customersupport@vividwireless.com.au or visit vividwireless.com.au/support-faq

Customer complaints

You can contact our complaint resolution area by calling us on **1300 32 78 37**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.