

## CRITICAL INFORMATION SUMMARY

# Accord Mobile data plans - month-to-month contract

### Information about the Service

Accord Mobile Wireless plans are a mobile service on a month to month contract term with the specified included data. The underlying network is the Optus mobile digital network (4G/3G). You are not required to bundle the service with other services or goods. These plans are data only plans – they do not include voice calls.

The service includes the following monthly Included Value for use within Australia:

Plan name	Small	Medium	Large
Monthly charge	\$20	\$55	\$75
Included data	7GB	50GB	100GB

### Coverage

4G speeds are only available when the Customer uses a 4G-ready device (LTE 1800/2100/2300/2600 and 700 MHz) in a 4G coverage area. When customers are not within a 4G coverage area or their mobile device is not 4G compatible, the mobile service will automatically switch over to 3G speeds which will be much lower than 4G. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination. Availability for the service can be confirmed by contacting an Accord Support Representative on 1300 017 150.

### Equipment required

Accord Mobile Wireless Services require customers to BYO device and you must have a compatible handset or device to be able to use this service.

### Information about pricing

Plan name	Small	Medium	Large
Monthly charge	\$20	\$55	\$75
Minimum total charge for 1 month	\$20	\$55	\$75
Included data	7GB	50GB	100GB

### Minimum contract term

Accord Mobile Wireless plans are supplied on month to month plans. Customers are permitted to terminate the acquisition of the Service at any time, but you will forfeit any prepayments already made.

### Excluded usage

These plans exclude Excess Data.

**Excess Data:** Accord Mobile Wireless plans have a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use more than the amount of Included Data, we will charge \$10 per 1GB on the following month's invoice.

### Other information

#### Full terms

This information is a summary only. Visit [www.accordconnect.com.au](http://www.accordconnect.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

#### Acceptable Use Policy

You must comply with our Acceptable Use Policy for Mobile Plans and not use your service in a manner that we consider unreasonable or unacceptable. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service. Visit [www.accordconnect.com.au/pdf/acceptable-use-policy-mobile.pdf](http://www.accordconnect.com.au/pdf/acceptable-use-policy-mobile.pdf) for our Acceptable Use Policy for Mobile Plans.

#### Call and Data Usage and Roaming

Your data usage information can be obtained from [myaccount.accordconnect.com.au](http://myaccount.accordconnect.com.au).

#### Customer service contact details

We are dedicated to excellence in servicing our customers. You can contact Accord Customer Support for support or billing assistance via 1300 017 150, or by email at [support@accordconnect.com.au](mailto:support@accordconnect.com.au).

**Dispute resolution process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at [www.accordconnect.com.au/pdf/complaint-handling-policy.pdf](http://www.accordconnect.com.au/pdf/complaint-handling-policy.pdf).

**Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

**GST**

All prices displayed in this document are inclusive of GST.