



Critical Information Summary

Information About the Service

Astron's Wireless Broadband is for a wireless broadband service on the Optus 3G/HSDPA GSM network which offers a 1GB monthly data usage plan, a 3GB monthly data usage plan and a 6GB monthly data usage plan. The service does not require it to be bundled with any other Astron service. Included in the service is a USB modem at no cost which can only be used on this service and is mandatory to use to access the service. There is a 24 month contract term for this plan.

Astron Wireless Broadband uses the Optus 3G dual band network and is subject to network availability.

Astron's Mobile Broadband is not available in some areas. Please check the coverage area within the Optus network before purchasing the service. For detailed coverage maps, please refer to www.optus.com.au/coverage

Many factors affect Mobile Broadband speeds including volume of internet traffic, your equipment, location, software and the source of your download. Both upload and download is counted toward the plans monthly data usage and any unused portion cannot be carried over to the next month. All plans, except the 6 GB, will not be suspended until the data usage reaches 6GB per month whereupon the service will be suspended until the 1st of the next month. The 6GB plan is suspended at 7GB.

Information About Pricing

The minimum monthly charge for the plan is \$19.50 for 1GB of data per month, \$29.95 for 3 GB of data per month and \$43.95 for 6GB of data per month before any discounts.

There is a 24 month contract term for this plan and penalties if the service is cancelled before the contract expiry date. The penalties are \$110 within 6 months, \$87 within 12 months but after 6 months and \$39 after 12 months. Excess data usage is charged at \$0.08 per MB.

The minimum monthly spend over the 24 month contract period, without the discount, is \$468.00 (1GB), \$718.80(3GB) and \$1,054.80(6GB).

There is a discount available of 20% and it is conditional on the service and a qualifying Astron telephone service being bundled together. ^

All plan charges are GST inclusive, effective 1 January 2013.

Prorated charges; When you join Astron's Wireless Broadband the first invoice will be higher than the others because it will charge you for part of your first months service fee plus the full next month in advance. Excess data usage is charged in arrears.

Included monthly data allowance	Monthly fee (24 month contract)	20% Discount^ (24 month contract)
1 GB	\$19.50	\$15.60
3GB	\$29.95	\$23.96
6GB	\$43.95	\$35.16

Other Information

You can check you data usage daily, weekly and monthly through the service. Each time you log onto the service go to statistics bar on the top of the start up screen and click on the statistics tab. This will automatically provide you with the usage information. If you need assistance to do this please call our customer service on 1300 72 42 72 during our customer service hours. Should you want call usage information you may obtain it by calling Astron during business hours on 1300 72 42 72.

If you have a complaint or dispute you may make a complaint by calling our customer service number on 1300 72 42 72 between the hours of 10am -7 pm Monday to Friday and 10am to 5pm Saturday's except public holidays. If



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you are dissatisfied with the response from our customer service representatives you may send your complaint to complaints@astron.net.au

Astron's general Terms & Conditions visit our website at www.astron.net.au

The contact details of the Telecommunication Ombudsman is telephone 1800 062 058 or visit www.tio.com.au

Astron Communication and Information Services Pty Limited ABN 50 074 649 228



For enquiry 1300 72 42 72



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