

# CRITICAL INFORMATION SUMMARY

## Information about the service

### Blink 3G \$19.95 12 month Fixed Term Mobile Broadband Tablet Plan 2GB data

This is a Fixed Term Mobile Broadband service, which includes 2GB data allowance per month for use within Australia. All recharges are automatic via direct debit through your nominated credit card.

#### Plan inclusions

Mobile broadband data usage within Australia.

#### Plan exclusions

International roaming mobile broadband usage. Voice or video calls of any type. Text and messaging services of any type.

Plan or Recharge Amount	\$19.95
Data allowance within Australia per month	2GB
Cost of 1MB of data	\$0.01
Excess data charges	Not applicable
Minimum term	12 months
Minimum cost	\$239.40

#### Bundling arrangements

You don't need to bundle this plan with any other Blink service.

#### Mandatory goods

You need a mobile internet compatible device to use this service. You can choose to use your Blink leased tablet or other compatible device.

#### Plans and automatic recharging

All Blink customers enjoy the convenience of an automated monthly recharge facility. Blink does not offer any other recharge mechanism such as vouchers.

#### Expiry

At the end of each month, any unused data allowance will not be rolled over to the following monthly period.

## Information about pricing

#### Minimum monthly charge

\$19.95

#### Early termination fees

The maximum cancellation fee is \$120 on a 12 month contract. This fee will decrease each month during your contract term. If you cancel your plan, you'll also have to pay any remaining payments for your device if you have chosen an equipment payment plan option.

#### Optional Top-Up (mid-month) information

Allowance	Cost
1GB data additional allowance within Australia	\$19.00

#### Plan changes

You can upgrade your plan to any other higher priced plan available, at any time. The new plan becomes effective at the beginning of your next month's anniversary.

## Other information

#### Data usage

Data is counted in 1MB increments and includes both uploads and downloads. After you've used your monthly data allowance, you will not be able to use your service until your next month's anniversary or you select a Top-Up amount which provides you with data until your next month's anniversary.

#### Using Blink overseas

The Blink data allowance does not include usage in countries other than Australia. As a precaution your Blink service will not work overseas unless you have contacted Customer Service and enabled international roaming. Charges for using your mobile broadband service overseas are more expensive. Also, your usage details and alerts may take longer than normal to update.

#### Coverage

Blink uses the Optus network and provides coverage information for the 3G & 4G services on its web site at [blinkit.net.au/coverage](http://blinkit.net.au/coverage)

#### Customer Service

You can call 1800 254 654 for assistance on your account, including balance, usage, price plan options and other information. You can also login to the MyBlink site for many of these services at [blinkit.net.au](http://blinkit.net.au)

#### Customer complaints

You can contact our Service and Recovery area by calling us on 1800 254 654. 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. This is a summary only – the full Terms and Conditions for this plan can be found at [blinkit.net.au/TermsConditions](http://blinkit.net.au/TermsConditions)

#### Blink Acceptable Use policy

The Blink Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other internet users. It also applies to "unreasonable" and "unacceptable" uses of this plan. For further details go to [blinkit.net.au/TermsConditions](http://blinkit.net.au/TermsConditions)

#### Tracking your spend

We'll provide you with email usage alerts once you've reached approximately 50%, 85% and 100% of your included data. You can also monitor your usage under the "Customer Login" tab at [blinkit.net.au](http://blinkit.net.au)