

Critical Information Summary



vididwireless Unlimited data (\$89 per month)

Information about the service

This is a wireless broadband service which includes an unlimited data allowance for use within our coverage areas in Australia. Details can be found at vididwireless.com.au/how-to-buy/locations.

Mandatory Goods

You will need a compatible modem to take advantage of this offer. We offer three different modem options:

Modem	Outright cost on month-to-month plan	Cost on 24 month fixed term plan
home gateway	\$199.00	\$0

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 or 24 month contract.

The minimum total cost (excluding equipment costs) on a 24 month contract is **\$2136.00**

If your equipment is being delivered to you there may be a delivery fee of \$10 per delivery.

Inclusions

Plan inclusions and exclusions	Amount	Included in your monthly fee?
Monthly Data Allowance	Unlimited	Yes
Excess Data Allowance	n/a	n/a

You cannot roam overseas on this plan

The vividwireless Acceptable Use 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

vididwireless.com.au/policies/acceptable-use-policy.

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Information about pricing

Minimum monthly charge payable (excluding any equipment)

\$89 (inc. GST)

Pre-activation cancellation fees

\$50

Early Termination fees (ETF) – applicable to 24 month contract plans only

Early termination fees will be calculated as follows:

$$((\text{Modem costs} + \text{Administration Fee of } \$50) / [24 \text{ months}]) * [\text{months remaining}] = \text{ETF}$$

Example:

The maximum ETF for a home gateway (RRP \$199) on a 24 month fixed term plan finishing 1 week into the plan is:
 $((\$199 + \$50) / 24) * 23 = \$238.63$

Data Usage

Data is counted in kilobytes and includes both uploads and downloads.

Payment Processing Fees

Payments can be made by direct bank debit or by credit card.

Payments using an American Express card will incur a surcharge of 2.2% including GST.

Other information

Usage Information

You can track your usage on the plan by visiting My Account at vididwireless.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@vididwireless.com.au or visit

vididwireless.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.

This is a summary only – the full Terms and Conditions for this plan can be found at

vididwireless.com.au/vididwireless-terms-and-policies