

Critical Information Summary

e.Mobile New Auto Pay \$20/\$50 and Flexi Data \$20/\$50 (No expiry date)

Information about the Service

The service:

This is prepaid mobile service with no expiry date that operates on the Vodafone network. A minimum (non-bonus) credit of \$5 is required in the account to use outbound calling and texting services, this amount and any more credit that is remaining can be refunded 7 days after the disconnection, transferral or carrier or change of plan.

Expiry Date

This plan has no expiry date for your credit amount in your account.

Bundling:

This service is not conditional on any bundling arrangements.

Mandatory components:

You will require a mobile phone to use this service. Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with a mobile phone.

Minimum term:

There is no minimum term and if you wish to cancel email us at: info@e-mobile.com.au

Important conditions:

You cannot use your included value or data allowance overseas. eMobile New Auto Pay \$20/\$50 excludes premium SMS and international roaming. Please note, a monthly maintenance fee of 98c apply.

Special Promotions and Bonus Credit

E.Mobile may offer promotional bonus credit occasionally, normal credit usage always takes priority over bonus credit usage and any bonus credit cannot be refunded. (E.g. If you have previously used \$50 worth of bonus credit and if you have \$20 remaining in your account after you terminate your service this credit cannot be refunded.)

Information about Pricing

Recharge options

Recharge \$20/\$50
\$20/\$50

Minimum recharge

Minimum recharge is \$20

Maximum recharge

No maximum recharge

Expiry and Timing

Your service number and or sim number may be recalled and rendered unusable if no outbound calls are made for 12 months. In the occurrence of such disconnection, a \$25 account recovery fee will apply. If we cannot recover your account the recovery fee will be refunded. Please note a minimum \$5 must remain in your account at any time to avoid suspension. If you are using auto-recharge method, we will automatically recharge your account and notify you via text message when you have less than \$10 remaining in your account

Recharging Methods

Call: call our friendly customer service on 1300 38 35 88 with your payment details ready

Voucher: pick up one of our vouchers from our dealers and recharge via instruction on voucher

Auto-recharge: Apply for our auto-recharge via our customer service on 1300 38 35 88 with your payment details ready

Unit Pricing Information:

Cost of making a 2 minute standard national mobile call (incl. flagfall)	69c (Flexi Data) Or 53c(Auto pay)
Cost of sending a standard national SMS	15c
Data charges	2c/MB(Flexi Data) Or 5c/MB (Auto Pay)

Other Information

Check your balance

Usage information can be monitored through your online account at <http://www.etel.com.au/accounts/login> All usage timestamps are based on AEST (time in Sydney, NSW) regardless of where you called from. Please note usage update may be up to 48 hours old.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us on 1300 38 35 88 or at info@e-mobile.com.au if you have any questions, or would like to give us feedback or complain. For our Customer complaint policy visit: http://www.etel.com.au/static/pdf/Complaints_policy_2015.pdf

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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