

Critical Information Summary:

gotalk “Wireless Broadband – USB Modem”



1st March 2013

Information About the Service

gotalk Wireless Broadband is a low cost prepaid 3G internet service that allows you to stay in touch on-the-go without any lock-in contracts or unexpected expensive data bills. With competitive rates and a range of products to choose from, gotalk Wireless Broadband is the perfect way to save on 3G mobile broadband from your unlocked laptop modem, iPad or tablet.

gotalk Wireless Broadband access is limited to internet use within Australia.

Information About Pricing

Minimum Monthly Charge

gotalk ‘Wireless Broadband’ is a pre-paid service. A minimum monthly charge is not applicable

Maximum Monthly Charge

gotalk ‘Wireless Broadband’ is a pre-paid service. A maximum monthly charge is not applicable.

Maximum Early Termination Charge

gotalk ‘Wireless Broadband’ is not subject to a contract period. No early termination charge is applicable.

Standardised Cost Information

Plan Details	Data rate	Expiry
\$59.95 “USB Modem starter kit” Includes <ul style="list-style-type: none">➤ USB Modem➤ \$20 included credit (1GB)➤ gotalk Wireless Broadband SIM card	\$0.02 per MB (\$20.00 credit = 1GB)	30 days

Recharge Options	Data rate	Expiry
\$10.00 (500MB)	\$0.02 per MB	30 days
\$20.00 (1GB)	\$0.02 per MB	30 days
\$30.00 (1.5GB)	\$0.02 per MB	30 days

Other Information

Call and Data Usage Information

gotalk customers can obtain information:

- On gotalk Wireless Broadband USB Modem pricing at www.gotalk.com.au/broadband/Pages/default.aspx
- On their gotalk Wireless Broadband usage at www.gotalk.com.au/myaccount

International Roaming Costs

Not applicable - your gotalk Wireless Broadband service will not operate if it is used outside Australia.

Customer Service Contact Details

You can contact gotalk Mobile Customer Service by calling **1800 468 255** or by sending an email via the following address at contactus@gotalk.com

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the gotalk Mobile website at www.gotalk.com.au/legal

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible

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 mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/making-a-complaint