

Wireless Broadband-USB Modem Critical Information Summary



Last update on Aug 2018

Information About the Service

gotalk Wireless Broadband is a low cost prepaid 4G 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 mobile broadband from your unlocked laptop modem. gotalk Mobile is powered by the Vodafone Australia 4G network. All for use in Australia. Personal use only and Fair Use Policy (<http://www.gotalk.com.au/legal/fair>) applies. This plan is not bundled with any other gotalk Mobile service.

Minimum Term

30 days

Important Notes

- Data Session rounded up to the nearest KB
- Downloads and uploads included.
- gotalk Wireless Broadband is limited to internet use within Australia.

Information About Pricing

Minimum Monthly Charge

The gotalk Wireless Broadband USB Modem starter kit is \$59.90. The minimum monthly charge (for recharge) is \$10, however, it varies depending on how many data you request for. Please refer to Recharge Options below for reference.

Maximum Monthly Charge

The maximum monthly charge (for recharge) is \$50, however, it varies depending on how many data you request for. Please refer to Recharge Options below for reference.

Maximum Early Termination Charge

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

Starter Kit

Wireless Broadband- USB Modem Starter Kit includes:

- A USB Modem
- 2GB data (30 days expiry)

Recharge Options

Extra data allowance when recharging

1GB Data	\$10 for 30 days
2GB Data	\$15 for 30 days
2.5GB Data	\$20 for 30 days
3GB Data	\$30 for 30 days
5GB Data	\$50 for 30 days

Other Information

Data Usage

To check and manage your usage, login to 'My Account' at <https://secure.gotalk.com.au/> You will also receive usage alert through SMS and/or email (to verified email address only) when you reach 50, 85 or 100% of your plan inclusion for either calls or data (if applicable).

International Roaming

Your gotalk Mobile 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 (from 8am to 8pm, AEST) or by sending an email via the following address 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 format. The methods of lodging your complaint are listed at <http://www.gotalk.com.au/legal/complaint>

If you are not satisfied with the resolution or the investigation of your case, 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