CRITICAL INFORMATION SUMMARY
Mobile 4G Data Only Services

Mobile Broadband Plan	Monthly Data Allowance	Price per month	Cost per GB of data
Mini	5 GB	$20.00	$4.00
Standard	10 GB	$ 27.00	$2.70
Super	22 GB	$ 33.00	$1.50

Information about the service

A Click Access 4G mobile broadband service is a "SIM only" service for use with existing devices requiring internet access.

Where is it available?

The mobile product of Click Access uses the Telstra Wholesale Mobile Network.

Click here: www.telstrawholesale.com.au/mobile-network to learn more.

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G** or 4G and covers more than 1.6m square kilometres of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population.

** At end August 2024 3G network services will cease.

Upload and Download speeds are capped at 100Mbps.

What's Included and Excluded

This service includes a monthly data allowance, which can be used in any compatible mobile device. It does not include any voice, SMS or MMS allowance.

Data sharing is not available on these plans.

These mobile broadband plans are only available for use in Australia. International roaming and calls are not available.

Minimum Term

The minimum term of the service is one month.
There are no early termination fees for this service.

Data Banking

All mobile broadband plans include data banking. At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is 500 GB. Any data in your data bank is forfeited if your mobile plan is downgraded. Your banked data will remain if your mobile plan is upgraded.

Additional Features

A 2 GB data bolt-on is automatically added to your service if you use all available data according to your monthly plan allowance. This bolt-on is added to your service at a cost of $10.00. A maximum of five automatic bolt-ons are added per month. If you exhaust the 2 GB automatic bolt-on feature, a 1 GB one-off bolt-on is available for $10.00.

Information about pricing

Refer to the pricing table for plan pricing, data allowances, inclusions and exclusions.

You will require a new SIM card to be provided by Click Access when ordering a new service or porting your existing service to us. Your first SIM card for any service is free.

A replacement SIM card will cost $15.00 including postage.

Accounts & Billing

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month.

Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance).

Plan disconnections are not pro-rated. No credit will apply for remaining days in the bill cycle.

We will send you a monthly bill via email. If you would prefer a paper bill to be posted to you, a monthly fee of $2.00 applies and will be added to your bill.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill by the due date.
- You are abusive to our team.
- You breach our terms and conditions or our fair use policy. Copies of these documents are available on our website: www.clickaccess.com.au

Other Information

If you have any questions, need technical support, or have account queries, we encourage you to contact us:

Click Access Pty Ltd
Email: info@clickaccess.com.au
Phone: 07 5315 5440
Mail: PO Box 1255, Buderim QLD 4556

Our business hours are 8.00 am to 5.00 pm, Monday to Friday. We are closed on public holidays.

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.clickaccess.com.au/complaints-process/

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit: www.tio.com.au/contact-us