

Mobile – Product Terms & Conditions

This product refers to:

The 4G or 5G Mobile product as delivered as a resale of AussieTel Mobile.

Product Details & Specifications

AussieTel Technologies acts as a reseller and uses part of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited to provide our mobile services. Despite this, AussieTel Technologies is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

The service is accessed using a mobile handset and a Subscriber Identification Module ("SIM") card encoded with information necessary to access the Service.

A coverage map is available by visiting the AussieTel website:

<https://www.aussietel.com.au/mobile/>

Service Transfer

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will provide the Service from the date the activation takes effect (we will notify you when this happens).
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

Ownership of SIM Cards

SIM cards remain our property at all times.

You agree that:

- the only interest you have to acquire a SIM is a license to use the SIM.
- you must not remove from a SIM any markings specifying the SIM is owned by us.
- You also bear the risk of loss of, or damage to, SIMs after they leave our premises for delivery you.
- You must immediately notify us if you become aware that any SIM in possession, custody or control is lost or stolen, and comply with any instructions given by us in relation to that SIM.
- We may specify certain procedures for activation to protect against unauthorised use of a SIM card.
- You must take all reasonable care to keep the SIM card safe and in good condition.

Service Cancellation

If you choose to cancel your service, you will need to let us know in writing with 30 days' notice.

- The Early Termination Fee (ETF) is your monthly cost, multiplied by the number of months remaining on the Contract.
- A 30 day cancellation fee (total minimum monthly cost of service) applies from Service cancellation date (The day we accept your cancellation request).

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This is dependent on how many business days past signing the paperwork the request is made.

- Between business day 0 to business day 10, please refer to our Cooling Off Period.
- For business day 11, up to 2 business days before the scheduled cutover of your service, 1 month of your monthly access fee will apply.
- If less than 2 business days until the scheduled cutover or installation – standard early termination fees as detailed in "Service Cancellation" above apply.

Faults

The service provided is a best-efforts service. There are no financial rebates available for service performance, uptime, or fault conditions.

In the event you have service difficulties, you can notify our Customer Service Team.

You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.