

# CRITICAL INFORMATION SUMMARY

## Information about the service

### Blink Pre-Paid Mobile Broadband - Month to Month Plans

This is a Pre-Paid Mobile Broadband service, which includes a data allowance depending on your chosen plan for use within Australia. All recharges are done automatically via direct debit through your nominated credit card or bank account. These plans include the following allowances, which vary depending on the amount you recharge:

Plan or Recharge Amount	4G Plans			
	\$20	\$30	\$40	\$60
Data allowance within Australia per month	Up to 2GB	Up to 4GB	Up to 6GB	Up to 10GB
Cost of 1MB of data	\$0.010	\$0.007	\$0.007	\$0.006
Excess data charges	Not applicable	Not applicable	Not applicable	Not applicable
Minimum term	1 month	1 month	1 month	1 month

#### Plan inclusions

Mobile broadband data usage within Australia.

#### Plan exclusions

International roaming mobile broadband usage. Voice or video calls of any type. Text and message services of any type.

#### Bundling arrangements

You don't need to bundle this plan with any other Blink service.

#### Hardware

You need a mobile internet compatible device to use this service. You can choose to buy a modem from us or bring your own (BYO) compatible device such as a tablet. Please ask us for a list of compatible tablets.

#### Plans and automatic recharging

All Blink customers enjoy the convenience of an automated monthly recharge facility. Blink does not offer any other recharge mechanism such as vouchers.

#### Expiry

At the end of each month, any unused data allowance will not be rolled over to the following monthly period.

## Information about pricing

#### Minimum charge payable

\$20

Unless you advise Blink otherwise, we assume you wish to stay on your current plan.

#### Early termination fees

There are no cancellation fees for customers on the Pre-Paid month to month Blink Plans.

#### Optional Top-Up (mid-month) information

Allowance	Cost
1GB data additional allowance within Australia	\$10.00

#### Plan changes

You can change your plan to any other available plan at any time. The new plan becomes effective at the beginning of your next month's anniversary.

## Other information

#### Data usage

Data is counted in 1MB increments and includes both uploads and downloads 1GB = 1024MB. After you've used your monthly data allowance, you will not be able to use your service until your next month's anniversary or you select a Top-Up amount, which provides you with data until your next month's anniversary.

#### Using Blink overseas

The Blink data allowance does not include usage in countries other than Australia. As a precaution your Blink service will not work overseas unless you have contacted Customer Service and enabled international roaming. Charges for using your mobile broadband service overseas are more expensive. Also, your usage details and alerts may take longer than normal to update.

#### Coverage

Blink uses the Optus network and these plans include access to the Optus 4G Plus and 3G networks. For coverage information visit [blinkit.net.au/coverage](http://blinkit.net.au/coverage)

#### Customer Service

You can call 1800 254 654 for assistance on your account, including balance, usage, price plan options and other information. You can also login to the MyBlink site for many of these services at [blinkit.net.au/myblink](http://blinkit.net.au/myblink)

#### Customer complaints

You can contact our Service and Recovery area by calling us on 1800 254 654. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058. This is a summary only – the full Terms and Conditions for this plan can be found at [blinkit.net.au/TermsConditions](http://blinkit.net.au/TermsConditions)

#### Blink Acceptable Use policy

The Blink Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to "unreasonable" and "unacceptable" uses of this plan. For further details go to [blinkit.net.au/TermsConditions](http://blinkit.net.au/TermsConditions)

#### Tracking your spend

We'll provide you with email usage alerts once you've reached approximately 50%, 85% and 100% of your included data. You can also monitor your usage at [blinkit.net.au/myblink](http://blinkit.net.au/myblink)