

# CRITICAL INFORMATION SUMMARY

## FIELD BUSINESS MOBILE BROADBAND

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

Field Business Mobile Broadband Plans are post-paid mobile data services for use with a compatible Australian tablet or mobile broadband device.

These plans are available to new and existing approved eligible customers.

#### Service Availability

Field Business Mobile Plans are available in Optus 4G coverage areas. Please check eligibility at [fieldsolutions-group.com/mobile-support](https://fieldsolutions-group.com/mobile-support)

Coverage will vary depending on the device, building structure and location.

#### What's Excluded

Your monthly included data cannot be used whilst overseas. These plans exclude all Voice calls, calls to satellite numbers, premium calls, directory assistance, SMS/MMS, Premium SMS, and content services. If you send SMS with these plans, you will be charged at 10cent per 160 characters sent. For a complete list of all extra charges, please refer to: [fieldsolutions-group.com/extra-charges](https://fieldsolutions-group.com/extra-charges)

#### Minimum Term

Field Mobile Business Plans have a **12-month** minimum term.

#### Your Data Allowance

Data Allowance for Field Business Mobile Broadband plans is listed below in the Pricing table. Included data cannot be used whilst overseas. All Field Business Mobile Plans and Field Business Broadband plans will share, and pool included data each month. Any unused data is forfeited at the end of each billing cycle.

If you breach your pooled data, your Field Business Mobile Broadband plans will automatically receive a 1GB top-up for \$13. You will be notified of this via SMS or email each time a data pack is added to the account.

#### Handset/Device

You can use Field Business Mobile Broadband Plans with any compatible tablet or mobile broadband device. You may BYOD (Bring Your Own Device) or purchase a device through Field Solution Group by contacting your sales representative or 1300 000 477. Note that only selected devices are available for purchase and may be purchased outright or over monthly instalments using 3<sup>rd</sup> party finance.

### INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge and Other Fees & Charges as outlined below.

#### Monthly Plan Charges

Business Plan	Minimum Monthly Term	Data Allowance	Monthly Plan Charge	Cost of 1MB data	Total Minimum Charge over Term
Field Mobile Broadband 15	12	3GB	\$15	\$0.00488	\$180
Field Mobile Broadband 35	12	35GB	\$35	\$0.00098	\$420
Field Mobile Broadband 65	12	50GB	\$65	\$0.00127	\$780

#### Cancellation Fees

The Cancellation Fee is half the Monthly Plan Charge, Monthly Installation Charge (where applicable) multiplied by the remaining contracted months.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions service. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

#### GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

#### Fair Use

A Fair Use policy applies to these plans. Customers must not use the service in an unacceptable or fraudulent way that will result in excessive usage and network congestion. If a customer breaches the Field Solutions Group Fair Use policy, it may result in the suspension or cancellation of the service. If this occurs, the customer will be liable for any remaining usage and contract charges.

#### Payment

Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1% surcharge. AMEX payments attract a 3% surcharge from our e-payment provider.

**Other Fees & Charges**

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Declined Fee, Hardware Replacement Fee, or Sim Replacement Fee.

Refer to the Field Solutions Mobile Service Terms at: [fieldsolutions-group.com/mobile-service-terms](https://fieldsolutions-group.com/mobile-service-terms)

**OTHER INFORMATION**

We provide email or SMS data usage notifications at 50%, 85% and 100% of your included data. These are sent to your mobile service number and your nominated email address. Data usage notifications may have up to a 24-hour delay.

If your service is not contracted, we may change your plan inclusions and price. You will be given written notice of any changes made. Please refer to the terms at [fieldsolutions-group.com/mobile-service-terms](https://fieldsolutions-group.com/mobile-service-terms)

**Contact Us**

You can contact Field Solutions customer service for Sales, Support & Billing assistance via:

Phone: 1300 000 477  
Email: [info@fieldsolutions-group.com](mailto:info@fieldsolutions-group.com)  
Website: <https://fieldsolutions-group.com/>

**Telecommunications Industry Ombudsman (TIO)**

If you are not satisfied with the resolution of your complaint by Field Solutions Group, you may wish to contact the TIO, an independent dispute resolution body, via:

Phone: 1800 000 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007