



Get things done.

MRMS SIM Only 4G Mobile Broadband

Residential – 500MB, 5GB, 15GB, 35GB OR 65GB plans

This summary gives you the important information you need to know about your MRMS mobile broadband plan. It covers things like the length of your contract, billing, what’s covered and what’s not.

Plan Details						
Included Monthly Data (Upload & Download) Allowance ¹	500 MB	5 GB	15 GB	35 GB	65 GB	
Monthly 4G Mobile Broadband Plan Charge	\$4.99	\$13.99	\$28.99	\$45.99	\$75.99	
Cost of included data (per GB)	\$9.98	\$2.80	\$2.00	\$1.32	\$1.17	
One off activation fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total Minimum financial commitment over Contract Term	\$9.99	\$13.99	\$28.99	\$45.99	\$75.99	
Excess Data Rate (per GB block)	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	

Information About The Service

These plans offer 4G mobile broadband service that allows customers to access the internet remotely and wirelessly via the Optus 3G, 4G and 4G Plus Networks on a month to month term which includes an allowance of National Data.

The National Data allowance includes any usage (both uploads and downloads) used only in Australia, and expires at the end of each month. This is a stand-alone service and is not bundled with any other product.

¹ Pro-rata allowance applies in first month.

BYO Device

A compatible device is required to gain access to the service, and is required to be operated inside the coverage area. More information on device requirements and coverage is available here:

WWW.MRMSSOLUTIONSGROUP.AU

Minimum Term

Your minimum term is a full calendar month with the option to cancel with 28 days notice.

Included in this offer

The included National Data allowance can only be used in Australia to access the internet from a compatible device.

What is not included in this offer

The included National Data allowance cannot be used whilst overseas (roaming charges will apply). Any unused value from one allowance cannot be transferred into the following month if unused. Making Voice calls and sending messages (SMS and MMS) are not included on this service, and are permanently barred.

Restrictions

This is a summary only, for the full Terms and Conditions go to: WWW.MRMSSOLUTIONSGROUP.AU

Information About Pricing

Minimum Total Cost

Refer to table above. If your usage exceeds the National Data allowance, additional usage charges will apply for uploads and downloads.

The charge used to calculate your excess usage is as follows (including GST);

National Data	
Excess National Data per 1GB Block	\$10.00

Excess Usage 1GB Data Blocks are automatically applied to your service at a cost of \$10.00 for any usage in excess of your Monthly Data Allowance.

Credit Card Surcharge

Services that are paid by Credit Card (Visa or MasterCard) incur a 2.5% transaction fee. If you wish to avoid this charge, please select the Direct Debit option via bank account.

Other Information

Using Your Service Overseas

You cannot use your included mobile data allowance if you are overseas. If you want to use your MRMS SIM only mobile Broadband Service when you're overseas you'll need to activate roaming if its not already on. You can check your roaming settings and turn it on/off in the MyMRMS user facilities. **You will be charged at our roaming rates which are significantly higher than your normal mobile broadband data usage rates (note, roaming is only available for certain countries). To avoid surprises, see WWW.MRMSSOLUTIONSGROUP.AU for information on roaming data rates or call our Sales Team if you are unsure.**

MRMS Customer Contacts

When contacting MRMS for assistance, there are a number of options to facilitate your enquiry;

New Sales Details

Contact our Residential Sales Team on sales@mrmssolutionsgroup.com.au or call **1300164604** to order a new service or change your plan.

Support Details

Contact our Residential Support Team on Support@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need using your services.

Provisioning Details

Contact our Residential Provisioning Team on info@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need on the status of your new service.

Billing Details

Contact our Residential Billing Team on accounts@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need regarding your service usage details and monthly bill.

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact MRMS complaint resolution team at info@mrmssolutionsgroup.com.au or call **1300164604**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1300164604** For full contact information visit WWW.MRMSSOLUTIONSGROUP.COM.AU

This is a summary only — the full legal terms for broadband services are available at visit WWW.MRMSSOLUTIONSGROUP.COM.AU

