AlphaGo Mobile Broadband

Information About the Service

The Central Coast internet Mobile Broadband is a "SIM-only" service that allows customers to access the internet remotely and wirelessly via the Telstra 5G and 4G mobile networks.

This is a stand-alone service and is not bundled with any other product.

What's Included

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

Any data allowance not used within the billing month will expire, with the first month's data allowance prorated for use in that billing month.

What's Not Included

The included National Data allowance cannot be used whilst overseas (roaming charges may apply). Any unused value from one allowance cannot be transferred into the following month if unused. It does not include any voice, SMS allowance or MMS allowance.

Where is it available?

Provided you've got a 5G-compatible device, you'll receive access to Telstra national 5G or 4G coverage – see maps at www.cci.net.au/mobile-broadband/coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the building you may be using your device from.

BYO device

A compatible mobile (with the Telstra 5G Network) device is required to gain access to the service and is required to be operated inside the coverage area.

Minimum Term

Minimum term of this service is one month – this is a month-to-month service with no contracts. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

Information About Pricing

Minimum Total Cost

Refer to table below. If your usage exceeds the monthly data allowance, additional usage charges apply for uploads and downloads.

Cancelling Your Plan

No pro-rata credits or refunds are offered for cancelling services. Please bare this in mind if you need to cancel a service.

Service Activation Fee

There are no activation fees for this service.

Excess Data Charges

Any excess data usage above your monthly inclusion will automatically be charged at $12 per 2GB (or part of a 2GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

Other Information

Customer Service Contact Details

You can contact Central Coast internet customer service for Support & Billing assistance via 1300 746 754 or emailing **support@cci.net.au**, or via appropriate contact form to the appropriate area at www.cci.net.au/contactus

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 Central Coast internet's complaint resolution team at **complaints@cci.net.au** or call **1300 746 754**.

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

Plan Details - Monthly charges							
Included Data*	**12 GB**	**32 GB**	**50 GB**	**90 GB**	**120 GB**	**150 GB**	**180 GB**
Plan cost per month	$20.00	$36.00	$37.00	$47.00	$55.00	$60.00	$64.00
Activation fee	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total minimum cost over Contract Term	$20.00	$36.00	$37.00	$47.00	$55.00	$60.00	$64.00
Cost of included data (per GB)	$1.67	$1.13	$0.74	$0.52	$0.46	$0.40	$0.36
Excess Data Rate (per 2GB block)	$12.00	$12.00	$12.00	$12.00	$12.00	$12.00	$12.00

* Prorata allowance applies in the first month.