



What you need to know

EFFECTIVE AUG 2023



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1 Background

The information in this document specifies where our customers can access online information which is required to be made publicly available under the Telecommunications Consumer Protections Code (TCP Code).

This document outlines the information requirements included in each chapter of the TCP Code and shows where our customers can access the required information.

2 Information about E.Tel

E.Tel was established during 1999, we deliver our Mobile service on the Optus network. We are dedicated to providing excellent customer service and maintaining a healthy customer relationship and strive to creatively offer simple and affordable solutions to the problems faced by consumers in the Telecommunications Industry.

3 E.Tel Compliance Policy

E.Tel is committed to ensure excellent service and speedy outcomes for all consumer queries in a professional manner. As a part of that commitment to E.Tel's customers, a review has been undertaken to ensure E.Tel's compliance with the TCP code.

The review covered various items under the TCP code and E.Tel's adherence to the Australian standard on Compliance programs AS3806-2006 in the preparation of E.Tel's compliance plans and programs.

This commitment applies to all people within E.Tel and we will continuously promote awareness of the relevant laws and codes by conducting regular training and monitoring.

Customers can access the TCP code at

https://www.commsalliance.com.au/data/assets/pdf_file/0011/64784/TCP-C628_2019.pdf.

4 General Contact Information

Phone:	02 9067 8888 or 1300 383 588
Email:	support@etel.com.au
Address:	S204 / 66 Berry St, North Sydney 2060
Postal Address:	PO Box 6093 North Sydney NSW 2059

5 Consumer sales, Service and Contract

5.1 Summary of offers

Please refer to the Critical Information Summary documents at www.etel.com.au/policies where you can find the summaries for our available plans. You can also log into your E.Tel account at www.etel.com.au/account to view the Critical Information Summary of your current plan. For a quick overview of what is currently on offer, you can visit our website at www.etel.com.au.

6 Managing your spend

6.1 Usage notifications

Simply log in and check your current usage on our website at www.etel.com.au/account. If you have trouble accessing your account, please contact us to retrieve your login details.

In addition, E.Tel will send a text message the customer when the customer has used 50%, 85% and 100% of their call and/or data allowance that is included in your mobile plan or in your internet data only plan. Please note that the typical usage information data can be up to 48 hours behind and the text messages for usage should only be considered as an approximation.

Usage notifications also do not include any non-standard service items such as usage consumed while overseas (mobile roaming), calls to Satellite, Third-party premium services etc. Usage records for these services may have a longer delay.

6.2 Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The information below is based on averages and provides estimates only.

Email text only	30-50 KB
Email with attachment i.e. document or photo	350 KB- 4 MB
Website viewing (1 page, text and images)	1 MB
Streaming video/minute	7 MB (3G), 30 MB (4G)
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30-100MB
Uploading a photo	4MB

Making a video call with an app/minute	8MB (3G), 24MB (4G)
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Example of a day's usage:

- 5 emails = 150 KB
- 2 emails with photo attachment = 600 KB
- 10 websites = 10 MB
- 3 social media posts with photo = 3 MB
- 20 minutes of video stream = 200 MB
- 30 minutes of HD video stream = 600 MB
- MB 3 songs = 15 MB

Total = 878 MB and 750 KB

6.3 International Roaming

International roaming on mobile phone is disabled by default on our services. You can enable international roaming by contacting us on 1300 383 588, but we recommend that you do not enable international data roaming.

International call and data rates are generally far higher than the rates in Australia, and are not included in your mobile phone plan or bundle. Even short periods of international roaming can result in large phone bills, which you will be liable to pay.

Please contact us if you wish to receive more information on international mobile roaming.

7 Consumers with Disabilities

E.Tel does not offer products that specifically suit the needs of people with disabilities as our mobile services are primarily post-paid carrier services that allows you to make domestic & international calls, SMS, MMS, and DATA.

Customers with hearing/speech impairment or a nominated person, can contact the National Relay Service on 1300 555 727. The national Relay person will be able to assist customer to make a call. The National Relay Service website:

<http://www.relayservice.gov.au/>

8 Your Network

Our services are delivered by on the Optus network. Please note that actual coverage depends on several factors, including but not limited to local geographic and structural/building conditions. Therefore, we recommend if possible, to test coverage at your specific location, e.g. using the mobile of a friend who is also using the Optus network etc, before subscribing for a mobile service with us.

E.Tel/ (Optus) network coverage map: www.etel.com.au/coverage

If you have any questions about the network we use, please contact us on 1300 383 588. When you obtain a mobile service from us, the coverage for that service is as set out as according to the link above.

Please note that coverage depends on a large number of factors such as weather, line of sight, surrounding structures, etc., these maps are not a guarantee of Coverage, and coverage areas for mobile networks can change.

9 Paying Us

9.1 Your Bill

Depending on your plan, you will either receive a monthly bill from us or an invoice whenever a new period begins.

If your plan is a month-to-month plan, you will be billed in advance for your monthly service periods. Each monthly billing period begins from the first day of the month and ends on the last day of the month. Direct debit must be setup on your account. Direct debit is on the 26th of each month. If you are not on a month-to-month plan, you will be billed whenever a new service period starts.

Direct debit payment methods include: Credit card (Visa 2%, MasterCard 2%, AMEX 3.5% surcharge) and bank transfer. You may also pay via other methods such as Cash, B-Pay, Cheque etc. before the direct debit date. You will be notified via email to access your online account when your bill has been generated and ready to view and pay.

9.2 Financial Hardship

Our Financial Hardship Policy is available here: www.etel.com.au/policies.

9.3 Debt Collection

We may send your debt for debt collection 5 days after sending you the third overdue reminder notification. If you have any trouble paying or need assistance, we are here to help, simply contact us and one of our friendly staff will be happy to assist.

10 Information on Authorized Representative and Advocates

If you wish, you can appoint a person to interact with us on your behalf. An *advocate* is someone who you appoint to interact with us, but who does not have authority to change your account settings or details. An authorized representative is a person who you authorize to operate your account and make changes as if they were you.

To appoint either an advocate or an authorized representative who deals with us on your behalf, please complete and send us our appointment form, which you can obtain here: www.etel.com.au/policies.

11 Security Tools

E.Tel takes account security very seriously, all customer accounts are password protected and we have employed several security tools to assist in stopping and limiting damage caused by compromised systems and accounts. Below is a list of the security measures we routinely implement:

- Roaming calls restricted, unless activated by your request.
- Use of premium services is limited, unless activated by your request.
- Suspension of services if credit has been exceeded by too much.
- Suspension of services that we reasonably suspect is breaching our Fair Use Policy.

In the event of theft or loss of your mobile phone, please contact customer service as soon as possible so that a temporary bar can be put on your account to prevent unauthorized access of your mobile service.

12 Feedback and Complaints

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process can be found here: www.etel.com.au/policies.