

Business Mobile Broadband

Service Eligibility – Business Mobile Broadband plan is only available for business customer with active ABN/ACN. This is a post-paid mobile broadband service which gives you access to our network and all other features and only can use a data service.

Service Description – Business mobile broadband plans is a “Sim Only” plan for 24 or 36 months (unless mentioned in the contract different) using your existing hardware. Users require an unlocked compatible hardware to use the service.

Mobile Handsets / Hardware – As this a sim only plan you may use your existing handsets, and it must be unlocked. You may not be able to use locked device from previous provider to make/receive calls or any other features.

Inclusions – Your Plan is a postpaid mobile data service that provides only data service. It is for use in a tablet or mobile broadband device. Shared data across all fleet services on the same account. Fair go policy applies on this plan and features.

Excess Data – Once you use all allocated data on account extra data will be added automatically to account at a cost of \$7/GB. Maximum 100 x 1 GB data can be added in a calendar month to account.

Exclusions – This service is not Eligible to Make or receive National or international calls, SMS and MMS. International roaming is not allowed on business mobile broadband. any bundle discounts or ongoing credits will be applied on agreed terms on contracts, if you cancel service within contact terms early cancellation fees will apply and ETF will get calculated on total monthly plan value for a remaining month of contract. any discount or credit will be no longer available, and cancellation will be count on original plan value.

Coverage – Square one telecom acts as a reseller and uses part of Telstra’s 4G & 5G Mobile Networks. On 4G Network typical upload speeds are 1Mbps to 40Mbps and download speeds are 1Mbps to 180Mbps, on 5G Network areas typical upload speeds are 1Mbps to 40Mbps and download speeds are 1Mbps to 250Mbps. Speed may be very affecting lots of factors including location, Mobile device capabilities, local weather condition, local traffic congestion, distance from the base stations.

Billing – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or sending an e mail or via phone. Paperless billing and electronics payments are free. Your bill will be email to your nominated e mail address. Paper bill is available as option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don't pay your bill by due date \$19.95 late payments fees applies.

Fair go Policy – You must not use the services in an unacceptable, unreasonable, or fraudulent manner or to generate mobile terminating access or SMS messaging terminating access payments or causes congestion to the network. We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

Feature	Details
Price	\$30.00 / month
Data	20GB Data to use within Australia
Mobile Network	Part of Telstra's 4G/4GX Mobile Network
Calls & SMS	Standard Calls & SMS within Australia not allowed
SIM	eSIM ready
Data Share	Up to 300 Square one Mobile & Data Service
International Calls	Not Available
International Roaming	Not Available
Download Speed	Capped at 100 Mbps on 4G+

Feedback and Complaints –We will always encourage you to contact us first via e mail or phone call if you are not satisfied with the services or the solution we provided. We are committed to provide you the great service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on 1800062058 OR submit an online inquiry at www.tio.com.au