CRITICAL INFORMATION SUMMARY

Mobile Broadband with Shared Data

4G Mobile Broadband – Shared Data	Mini	Standard
Minimum Monthly Charge	$ 30.00	$ 39.00
Monthly data to share	10 GB	30 GB
Max Upload/Download Speed	100/100 Mbps	100/100 Mbps

5G Mobile Broadband – Shared Data	Large	Jumbo
Minimum Monthly Charge	$53.00	$ 60.00
Monthly data to share	45 GB	60 GB
Max Upload/Download Speed	100/100 Mbps	250/250 Mbps

Information about the service

A Click Access mobile broadband service is a "SIM only" service for use with existing devices requiring internet access.

Where is it available?

The mobile product of Click Access uses the Telstra Wholesale Mobile Network.
Click here: www.telstrawholesale.com.au/mobile-network to learn more.

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.7m square kilometres of the Australian landmass. The 4G service provides 4G coverage reaching at least 98.8% of the Australian population. The 5G service provides 5G coverage reaching more than 75% of the Australian population.

What's Included and Excluded

This service includes a monthly data allowance, which can be used in a compatible mobile broadband device. It does not include any voice, SMS, or MMS allowance.

Monthly data allowances are detailed in the price table above.

You may share the data allowance with another compatible device/s.

These mobile broadband plans are only available for use in Australia. International calls and roaming are not available. These mobile plans do not feature data banking. Any unused data expires at the end of each billing cycle.

Minimum Term

The minimum term of the service is one month. There are no early termination fees for this service.

Additional Features

A 10 GB data bolt-on is automatically added to your service if you use all available data according to your monthly plan allowance. This bolt-on is added to your service at a cost of $60.00.

Information about pricing

Refer to the pricing table for plan pricing and data allowances.
A once-off fee of $10.00 is charged to set up the service. There is no charge to port (transfer) your service from your old provider.
You will require a new SIM card to be provided by Click Access when ordering a new service or porting your existing service to us. Your first SIM card for any service is free. You can choose from a physical SIM card or an eSIM. If you choose a physical SIM card, we will charge you $10.00 for postage.
A replacement SIM card will cost $15.00 including postage.

Accounts & Billing

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month.

Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance).

Plan disconnections are not pro-rated. No credit will apply for remaining days in the bill cycle.

We will send you a monthly bill via email. If you would prefer a paper bill to be posted to you, a monthly fee of $2.00 applies and will be added to your bill.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill by the due date.
- You are abusive to our team.
- You breach our terms and conditions or our fair use policy. Copies of these documents are available on our website: www.clickaccess.com.au

Other Information

If you have any questions, need technical support, or have account queries, we encourage you to contact us:

Click Access Pty Ltd
Email: info@clickaccess.com.au
Phone: 07 5315 5440
Mail: PO Box 1255, Buderim QLD 4556

Our business hours are 8.00 am to 5.00 pm, Monday to Friday. We are closed on public holidays.

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.clickaccess.com.au/complaints-process/

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

This summary is valid as of March 2025.