

Clear Mobile Plan

General Information and Charges

Last revised September 2009

At M2 Clear our aim is to offer cost effective solutions to our customers with a variety of Freedom, FleetSaver and MaxiCAP Plans to suit all business needs at competitive rates with great benefits. We utilise Australia's premier mobile networks with coverage of around 96% of the national population. M2 Clear also provides the latest 3G mobile services to our customers.

1) Mobile Plans

a) M2 Clear offers the Plans set out in the below table:

Plan	Monthly Plan Fee incl GST	Included Calls incl GST	Included in CAP							
			Group Mobile	Mobile to Mobile	Mobile to Fixed	Mobile Int'l	SMS	V'Mail	GPRS	Int'l Roam
Fleetsaver30	\$33	\$132	Yes	Yes	Yes	Yes	No	No	No	No
Fleetsaver50	\$55	\$220	Yes	Yes	Yes	Yes	No	No	No	No
Fleetsaver100	\$110	\$550	Yes	Yes	Yes	Yes	No	No	No	No
Fleetsaver175	\$192.50	\$1100	Yes	Yes	Yes	Yes	No	No	No	No
Fleetsaver250	\$275	\$1925	Yes	Yes	Yes	Yes	No	No	No	No
Fleetsaver30 Plus	\$33	\$132	Yes	Yes	Yes	Yes	Yes	No	No	No
Fleetsaver50 Plus	\$55	\$220	Yes	Yes	Yes	Yes	Yes	No	No	No
Fleetsaver100 Plus	\$110	\$550	Yes	Yes	Yes	Yes	Yes	No	No	No
Fleetsaver175 Plus	\$192.50	\$1100	Yes	Yes	Yes	Yes	Yes	No	No	No
Fleetsaver250 Plus	\$275	\$1925	Yes	Yes	Yes	Yes	Yes	No	No	No
Freedom No Plan	Nil	Nil	N/A	Yes	Yes	Yes	No	No	No	No
Freedom50	\$55	\$55	N/A	Yes	Yes	Yes	No	No	No	No
Freedom100	\$110	\$110	N/A	Yes	Yes	Yes	No	No	No	No
Freedom150	\$165	\$165	N/A	Yes	Yes	Yes	No	No	No	No
MaxiCAP200	\$220	\$880	Yes	Yes	Yes	Yes	Option	No	No	No
MaxiCAP350	\$385	\$1540	Yes	Yes	Yes	Yes	Option	No	No	No
MaxiCAP599	\$658.90	\$2750	Yes	Yes	Yes	Yes	Option	No	No	No
MaxiCAP999	\$1098.90	\$4400	Yes	Yes	Yes	Yes	Option	No	No	No

- b) The only charges included in the CAP are calls from mobile to mobile, mobile to fixed (excluding certain call charges such as calls to 1300, 1800 numbers) and mobile international. Charges excluded from the CAP consists of but are not limited to Ringtones, OptusZoo, WAP, CSD Fax and Data, 1-2-3 Information Services and Global Roaming, GPRS and Voicemail deposit and retrieval. Please refer to individual plan details for more information.
- c) GPRS is made available on activation for data downloads at \$3.25 (incl GST) per service per month plus any download charges incurred based on the user's usage. The monthly GPRS Access Fee and any GPRS usage is not included in the Maximum Included Usage unless stated otherwise.
- d) Voicemail is made available on activation at \$3.25 (incl GST) per service per month plus any voicemail retrieval or voicemail deposit charges. The monthly Voicemail Access Fee and any voicemail retrieval or voicemail deposit usage is not included in the Maximum Included Usage unless stated otherwise.
- e) A Standard Access Fee of \$4.35 (incl GST) per service per month is charged for each service line. The monthly Standard Access Fee is not included in the Maximum Included Usage for the Plan.
- f) Please be advised that premium services might attract other carrier costs.
- g) All pricing is inclusive of GST.

2) Charges

- a) Please take note that KB is in reference to Kilobytes and MB, Megabyte. 1MB is the equivalent of 1,024KB.
- b) Fleetsaver & Fleetsaver Plus Calls charges are set out in the below table:

National Calls	
Destination	Standard incl GST
Group Mobile Calls (Same Account)	11 cents /min
Mobile to Fixed	66 cents /min
Mobile to Mobile	66 cents /min
SMS Messages	27.50 cents per outgoing SMS
Flagfall	33 cents
Blackberry Voice Calls	66 cents/min
Data Charges	\$0.011616 per KB
Excess Data Charges	\$0.011616 per KB
Excess Data Charges (on Mobile Data Plans)	\$0.0066 per KB
Voicemail Retrieval	33 cents /min

Voicemail Deposit	11 cents /min
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c) Freedom Rates are as follows;

National Calls		
Destination	Standard incl GST	Discounted incl GST
Mobile to Fixed	33 cents /min	27.50 cents /min
Mobile to Mobile	33 cents /min	27.50 cents /min
SMS Messages	22 cents per SMS	22 cents per SMS
Flagfall	27.50 cents	27.50 cents
Blackberry Voice Calls	33 cents/min	27.50 cents/min
Data Charges	\$0.011616 per KB	-
Excess Data Charges	\$0.011616 per KB	\$0.0132 per KB
Excess Data Charges (on Mobile Data Plans)	\$0.0066 per KB	-
Voicemail Retrieval	33 cents /min	33 cents /min
Voicemail Deposit	11 cents /min	11 cents /min

i) Discounted rates will be applied to all calls over and above any Included Call Credits applied.

d) MaxiCAP rates are as follows

National Calls	
Destination	Standard incl GST
Group Mobile Calls (Same Account)	11 cents /min
Mobile to Fixed	77 cents /min
Mobile to Mobile	77 cents /min
SMS Messages	27.50 cents per outgoing SMS
Flagfall	33 cents
Blackberry Voice Calls	77 cents/min
Data Charges	\$0.011616 per KB

Excess Data Charges	\$0.011616 per KB
Excess Data Charges (on Mobile Data Plans)	\$0.0066 per KB
Voicemail Retrieval	33 cents /min
Voicemail Deposit	11 cents /min

- i) MaxiCAP Plans are only available to customers with 2 to 8 mobile services with Clear Telecom
- ii) Optional no charge Mobile to Mobile calls between mobiles on the same MaxiCAP Plan for \$8.25 (incl GST) per mobile per month. Not available to mobiles on different Plans on the same account.
- iii) Optional SMS Messages included as part of Maximum Included Usage when selected on MaxiCAP Tariff Schedule with either a reduction by 10% of the Plan Credit or an increment by 10% of the Plan Fee for each mobile in effect.

e) Blackberry Data Plans

Plan	Monthly Plan Fee Incl GST	Included Usage
Blackberry 50	\$55	50 MB
Blackberry 75	\$82.50	100 MB

- i) Clear Blackberry does not support Blackberry Enterprise.
- ii) Access up to 10 internet service provider (ISP) POP3 email accounts.
- iii) Blackberry is only available on the Optus 3G Network.
- iv) Blackberry is charged at \$0.01162 incl GST per KB irrespective of whether it is under the included call usage or excess usage.

f) Mobile Data Plans

Monthly Plan Fee Incl GST	Included Usage
\$6.60	20 MB
\$20.90	200 MB
\$31.90	500 MB
\$42.90	1000 MB
\$97.90	2000 MB

- i) Mobile Data Plans are additional bolt on plans to existing Mobile Plans.
- ii) Users that have any data or GPRS usage at all no matter how insignificant are strongly encouraged by M2 Clear to obtain a suitable Mobile Data Plan.
- iii) Please note that the monthly plan fee incurred is not eligible for plan credit.

- iv) The plan fee and any excess data usage are not included in the maximum included usage credit.
- v) If you exceed your plan's included monthly data allowance, excess usage charges will be charged at \$0.0066 (incl GST) per KB or part thereof.
- vi) Any unused data can't be rolled over.
- vii) Your data allowance does not include services such as Voice calls, Voicemail, International SMS, premium and third party SMS, Optus iZoo and third party content and applications, 1300, 1900 and VPN data usage.
- viii) Data usage will be counted in kilobytes and includes both uploads and downloads.
- ix) M2 Clear takes no responsibility for how your mobile is used and the volume and content that is accessed.
- x) Data feeds provided by our carrier is evidence of data usage and our charge is based on that.
- xi) Data Plans are NOT COMPATIBLE with BLACKBERRY PLANS.
- xii) M2 Clear makes no guarantee that your mobile device is data capable.
- xiii) M2 Clear reserves the right to withdraw these plans with one month's notice.
- xiv) Plan is ONLY AVAILABLE for customers on the OPTUS network.
- xv) For the purpose of Billing, one MB = 1024KB, 1GB = 1000MB.
- xvi) You will receive an SMS from us once Data Plan is active. Normal Rates of \$0.011616/KB (incl GST) apply prior to that.
- xvii) Data Plan is supplied based on the terms and conditions as set out in this plan and this supersedes any verbal warranties, promises and discussions leading up to acceptance.
- g) International Calls – Please refer to the complete list of International Call Rates.
- h) Other Call & Feature Charges – Please refer to the complete list of charges.
- i) All plan upgrade and downgrade for items such as Mobile Data and Blackberry will incur a one off fee of \$55 incl GST.

3) Mobile Plan Credit

M2 Clear may give You an amount to Your account to offset against charges for Eligible Services up to a maximum values which is determined at the time You enter Your Agreement (**Credits**). The Plan Credit is offset against the Plan Fee and is subject to the Terms & Condition.

Credits are subject to acceptance and confirmation by M2 Clear and You acknowledge and accept that not all charges incurred by You under the Agreement are capable of being redeemed as Credits.

The credits will commence upon receipt of written notification from your Authorised Telecoms Dealer that you have acquired the equipment.

Mobile Credits are not transferable between mobiles.

4) Mobile Included Usage Credit

- a) Clear Telecoms will charge you for each call that is made. We will apply a credit to offset

the Eligible Usage charges up to the Include Usage Credit for the Plan that has been purchased.

- b) Included Calls are forfeited if not used in any month.

5) Billing Increments

- a) Fleetsaver Plan – Calls are charged at one (1) minute increments.
- b) Freedom Plan - Calls are charged at 45 seconds for the first increment, and then charged at 30 second increments thereafter.

6) Network

M2 Clear uses the Optus 3G Network.

7) Mobile Number Portability

- a) You acknowledge that:
 - i) You have the authority to request the porting of the telephone number(s) indicated on the Application Form;
 - ii) You request the telephone numbers listed on the Application to be ported to M2 Clear;
 - iii) By porting your telephone number(s) their associated services may be disconnected from your existing service provider's network and may result in finalisation of your account and any features associated with that service with your existing service provider;
 - iv) The telephone numbers listed, the identity of your new service provider and type of network used may be disclosed to other parties for the purposes of routing calls and messages, complaint handling and fault management after the port is completed;
 - v) Calling Number Display will be automatically activated upon commencement of your mobile service and You will need to contact us to deactivate this function if it is not required;
 - vi) There may be delays or downtime during the porting process;
 - vii) The porting process may take up to 120 days. We are not liable to You for any direct or indirect loss or damage due to a failure or delay in the porting process and we will not be liable to You if we cannot successfully port your mobile number;
 - viii) M2 Clear has advised You that you have the right to port these numbers, there may be costs and obligations associated with your existing services (s) and the porting of these numbers; and
 - ix) You may be in a current contract with your existing service provider. Those contracts may include an obligation to pay early termination payments to your current provider. M2 Clear will not be responsible for payout of existing contracts.

