

### Information About This Service

<b>Offer Description</b>	Mobile Broadband provides flexible, Australia-only mobile broadband connectivity using 4G and 5G networks. It offers a range of data-only plans with varying inclusions and speeds, suitable for laptops, tablets, routers, and fixed-wireless or backup connectivity scenarios. Plans are data-only and include features such as data banking on eligible plans, optional automatic or one-off data bolt-ons, and defined speed tiers depending on the selected plan. Billing is monthly, with usage and inclusions measured within a fixed billing cycle, and services can be upgraded or changed as business needs evolve. Mobile Broadband is designed for organisations requiring simple, scalable, and predictable mobile connectivity.
<b>Hardware</b>	Mobile Broadband is delivered as a SIM-based service and does not require specialised or proprietary hardware. It can be used with compatible unlocked devices such as mobile broadband modems, 4G/5G routers, laptops with embedded SIMs, or tablets. Hardware is not included as part of the service unless explicitly supplied under a separate agreement, and device compatibility with Australian 4G/5G networks is the customer's responsibility.
<b>Standard Installation Requirements</b>	<ul style="list-style-type: none"> <li>• An active Mobile Broadband plan provisioned on the selected SIM</li> <li>• A compatible, unlocked 4G or 5G device (e.g. mobile broadband modem, router, laptop, or tablet)</li> <li>• Device configured with the required APN and network settings</li> <li>• Adequate mobile network coverage at the service location</li> <li>• Customer access to billing and service management portals where applicable</li> <li>• Acceptance of applicable billing cycle, bolt-on, and data banking terms</li> </ul> <p>No on-site installation or specialist configuration is required beyond inserting the SIM and confirming device compatibility.</p> <p>For more information, please speak to our customer service team on <b>1300 00 NEXT</b> (1300 006 398).</p>
<b>Exclusions and Limitations</b>	<ul style="list-style-type: none"> <li>• Data-only service; does not include voice calls or SMS</li> <li>• Service availability and performance depend on mobile network coverage and device capability</li> <li>• Devices and hardware (modems, routers, laptops) are excluded unless supplied separately</li> <li>• International roaming is not supported; services are domestic (Australia-only)</li> <li>• Data banking applies only to eligible plans; banked data may be forfeited on plan changes, suspension, or termination</li> <li>• Auto bolt-ons and data banking are not available on all plans (e.g. 400GB plan)</li> <li>• Service is not suitable for applications requiring guaranteed throughput or latency</li> </ul>

### Pricing Example

<b>Plan</b>	Mobile Broadband SIM - 4G Data Only - 15GB
<b>Minimum Term</b>	12 months
<b>Plan Pricing</b>	\$30 per month + \$5 SIM card once-off
<b>Minimum Cost</b>	\$365
<b>More Information</b>	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

### Early Termination Fee

If you cancel, disconnect, or port the service out before the end of the contracted term, an Early Termination Fee (ETF) will apply. The ETF is calculated as the Monthly Access Charge multiplied by the number of months remaining in the minimum term. No credit is provided for unused days or remaining inclusions, and charges are not prorated. Any outstanding usage charges, including premium services, international calls, or roaming, will be billed separately.

For full terms & conditions go to [Next Telecom Terms & Conditions](#)

### Other Costs

- Excess data charges where usage exceeds plan inclusions and bolt-ons
- Auto or one-off data bolt-ons, charged per activation
- SIM replacement fees if a SIM is lost, damaged, or replaced
- Hardware costs for modems, routers, or devices (if purchased separately)
- Configuration or professional services, if custom setup or support is required
- Plan change charges if applicable under the service order

### Contact Information

Service Area	Phone	Email
<b>Sales</b>	1300 722 320	<a href="mailto:sales@nexttelecom.com.au">sales@nexttelecom.com.au</a>
<b>Support</b>	1300 006 398	<a href="mailto:support@nexttelecom.com.au">support@nexttelecom.com.au</a>
<b>Self Service Portal</b>	<a href="https://portal.nexttelecom.com.au/portal/">https://portal.nexttelecom.com.au/portal/</a>	

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.nexttelecom.com.au/policies](http://www.nexttelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses