



# Mobile Plans

## Critical Information Summary

Plan	Lite Plan	Small Plan	Medium Plan	Large Plan	X Large Plan
Minimum monthly charge	\$15/mth	\$33/mth	\$44/mth	\$55/mth	\$66/mth
Monthly data allowance for use in Australia	200MB <sup>^</sup>	4GB <sup>^</sup>	30GB <sup>^</sup>	40GB <sup>^</sup>	75GB <sup>^</sup>
Standard national calls and text	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to 13/1300/1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International calls	-	100 minutes* to call 26 destinations	300 minutes* to call 26 destinations	300 minutes* to call 26 destinations	Unlimited to call 15 destinations
Exceed data usage charge	\$10 per 1GB auto added	\$10 per 1GB auto added	\$10 per 1GB auto added	\$10 per 1GB auto added	\$10 per 1GB auto added
Contract Term	12 month	12 months	12 months	12 months	12 months
Maximum plan cancellation fee	\$55	\$55	\$55	\$55	\$55
Minimum total cost	\$180	\$396	\$528	\$660	\$792

<sup>^</sup> Excess data usage is charged at \$0.03/MB (\$30.72/GB). Alternatively, sign up to 1GB Auto Bolt-on to save and pay \$10/GB.

\* Included International Call minutes can be used only to call International Landlines unless indicated with a # which indicates calls to Mobiles are included. Included Countries listed within the Critical Information Summary below.

International roaming bolt ons	\$45	5 days travel pack includes 60 minutes, 60 SMS and 800MB data
	\$80	10 days travel pack includes 150 minutes, 150 SMS and 2GB data
	\$150	20 days travel pack includes 360 minutes, 360 SMS and 6GB data



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### Information about the Service

Here's a quick summary of the important parts about your mobile plan. These plans are postpaid mobile services which provide you access to our network, a mobile phone number and access to make and receive calls, send and receive messages and have access to mobile data. All prices quoted are inclusive of GST.

### Minimum term: 12 months term

Your mobile service will be on a 12-month term. Any campaign offering a once off credit is only provided to you when you select a 12-month term. From time to time we offer credits as part of marketing campaigns, credits are applied with the requirement your service must stay connected for the full 12-month term of your agreement. Should you terminate your agreement earlier the credit will be recouped and charged as a debit on your final bill. An Early Termination Fee (ETF) of \$55.00 (inc GST) will apply if you terminate your 12-month term prior to the contract end date. This fee will also apply if you change plans, port your number away or cancel your service. The total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

### What's included

Unlimited national call value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred. Unused data expires each month and cannot be used while roaming overseas. Telstra

Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

### Included international call value

If your plan includes an international call value: Calls to 26 countries are listed below, only calls to landline numbers are included, unless otherwise stated: Andorra, Bulgaria, Canada, China #, Cyprus, Denmark, France, Germany, Guam, Hungary, Ireland, Israel, Italy, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Spain, Sweden, United Kingdom, USA (# includes calls to mobile).

Unlimited landline calls to 15 countries. Can only be used to call landlines numbers unless otherwise stated, countries include Canada, China #, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, Thailand, UK, US and Vietnam (# includes calls to mobile).

### Overseas usage

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. International Roaming Bolt-ons, are available to be used overseas. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### What's not included

Your unlimited included value cannot be used for making calls and sending SMS / MMS to international numbers, video MMS, calls to Satellite numbers, calls to 1234, 12455 and 12456 or content charges (including third party charges). It does not include usage when roaming overseas, among other assistance and special numbers.



These will incur excess usage charges to your monthly bill and are charged at the standard PAYG rates.

## Billing cycle

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected, you may notice that the mobile plan fee may be slightly higher for the first month.

Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge.

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) including the plan fee your service is currently connected too.

## Peace of mind – zero bill shock

Never pay for more than what you have signed up for. We will let you know once you reach your call or data limit and you can choose to purchase more credit. If you do not purchase more credit we will limit your service (to free outgoing calls only if you have run out of call credit or no downloads if you have run out of data) until your plan starts a new billing month. More credit can be purchased by way of Excess Spend Limit, you

may choose to have an excess spend limit of your dollar value choice.

## Paper invoice fee

Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.20 each month if you choose paper bills.

## Payment processing fee

Direct Debit via bank account no additional charge. Payments made with a credit card or BPay will incur a payment processing fee.

## Late payment fee

If you don't pay your bill by the due date you will incur a late payment fee of \$15.00. If you are experiencing any financial hardship, please contact our team for options available to you.

## Customer complaints

Our complaint resolution team can be contacted at [feedback@aussiemobileconnect.com.au](mailto:feedback@aussiemobileconnect.com.au). Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. \*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill (those not included in your plan allowance). 1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated unless Zero Bill Shock has been enabled, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of Aussie Mobile Connect ABN 75 008 624 593 provides Lite, Small, Medium, Large and X Large mobile plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 2 October 2019. 18. Not to be used in conjunction with any other offer and/or promotion. 19. Aussie Mobile Connect reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions as per the Application Form.