

# Critical Information Summary

## – Mobile 4G bundled plans

**Service to be provided:** “SIM-only” service for use with existing mobile phone handsets on the 3G & 4G network.

Data Included	2GB	5GB	25GB	40GB	60 GB	100GB
Minimum Plan cost per month	\$15	\$19	\$29	\$39	\$49	\$69
Maximum Plan cost per month	\$15	\$19	\$29	\$39	\$49	\$69
Cost per GB of data	\$7.50	\$3.80	\$1.16	\$0.98	\$0.82	\$0.69
Early Termination Charge	\$0	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1	1

Inclusions: All plans include all national calls and texts, 60GB & 100GB also include \$50 Basic IDD credit\* \* Basic IDD credits can **only** be used to call applicable countries and **does not** include SMS, MMS or Video MMS. Once credit is exhausted charges are PAYG. Countries are available here <https://www.aussiebroadband.com.au/forms/other/international-mobile-call-rates.pdf>

### Information about the service

#### What is the service?

Aussie Broadband’s mobile phone service is a “SIM-only” service for use with existing mobile phone handsets.

#### Where is it available?

The mobile product of Aussie Broadband provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5% of the Australian population.

#### What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G network. You can either request a new phone number with this service, or port across an active number from another carrier.

#### What is included?

Features of this service include all calls, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan.

The 60GB & 100GB plans also includes \$50 IDD credits.

Data sharing is available with people on the same Aussie Broadband account. All people sharing data must be Aussie Broadband customers with Aussie Broadband SIMS

#### Do I have to bundle anything with the service?

Yes, you will need to have a broadband service with Aussie Broadband to be able to use this service.

#### Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

#### Qualifications

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

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [aussiebroadband.com.au/legal](https://aussiebroadband.com.au/legal).

Aussie Broadband does not provide access to Premium call services such as 1900 numbers.

In Australia, data usage will stop working on your phone once you hit your limit. Top-ups are available via the MyAussie portal or app. For international data usage see “international roaming”.

The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>



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### Information about pricing

#### Set-up fee

There is no set-up fee for this service.

**Equipment fees** You will need an Aussie Broadband SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

#### Exit fee

There are no exit fees for this service.

#### Other possible charges

- Data top-ups (not for international roaming) are available via the MyAussie portal at \$10 for 1GB, \$15 for 5GB & \$20 for 20GB and expire at the end of your plan month.
- Replacement SIMs will cost \$15 including express postage.
- Other items that attract PAYG charges (more information available from our call centre) include:
  - Call forwarding
  - All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS - \$0.35 & MMS - \$0.50.
  - International calls placed to countries not included in the IDD credit will incur additional PAYG charges.
  - International roaming (see costs and information below)
  - Dial IT services (time and weather)
  - International directory assistance (1225)
  - National directory assistance (1223)
  - Video calls – national and international
  - Calls to mobile satellite phones.
  - SMS to Apple for new iPhone message set up.

### Other information

#### Call and usage information

You can check your usage via the MyAussie portal, which is also available as a free app via Apple or Android. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

### International roaming

International roaming is disabled by default and can be turned on by contacting us. Once enabled, it will automatically activate when entering 58 selected countries (even in airplane mode). A full list of these countries and their rates is available at

<https://www.aussiebroadband.com.au/phone/mobile/>

In summary, cost is either:

- Non-travel pack – relevant PAYG rates for the country you are in.

### Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via MyAussie. Our support hours are constantly expanding — check our website for our current hours.

### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

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