

## Critical Information Summary

Mobile phone SIM cards for use in customer supplied mobile phone handsets.

Plan Name	Monthly Charge	Included Data	Voice	SMS	Network Access	Speed Cap
5GB Mobile Phone Plan	\$30.95	5GB	Unlimited Standard Calls	Unlimited National SMS and National Standard MMS	3G & 4G	Download speeds are capped at 100Mbps
10GB Mobile Phone Plan	\$35.95	10GB				
22GB Mobile Phone Plan	\$41.95	22GB				
32GB Mobile Phone Plan	\$52.95	32GB			3G, 4G & 5G	Download speeds are capped at 250Mbps
50GB Mobile Phone Plan	\$58.95	50GB				
90GB Mobile Phone Plan	\$63.95	90GB				
120GB Mobile Phone Plan	\$71.95	120GB				
150GB Mobile Phone Plan	\$80.95	150GB				
180GB Mobile Phone Plan	\$85.95	180GB				

Download speeds are capped at 100Mbps and 250Mbps respectively. These are the maximum potential download speeds. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

We use the Telstra Wholesale Mobile Network, learn more at [www.telstrawholesale.com.au/mobile-network](http://www.telstrawholesale.com.au/mobile-network).

Our 3G is closing mid-2024. 5G requires a 5G enabled plan and compatible device. 4G & 5G speed caps apply.

Early Termination Fee	Not applicable
Minimum Term	Not applicable
Excess Data Charges	Not applicable - Service will be shaped until next billing period

### Standard Calls

Australian mobiles, Australian fixed-line, call forwarding, 10 digit 1300 numbers, 6 digit 13 numbers, 8 digit 1345 numbers, 1800 numbers, VoiceMail divert, VoiceMail retrieval.

### Non-Standard Calls

Video calls, national directory assistance, satellite.

### Non-Standard SMS

13/1300, 18/1800, international numbers, MMS video.

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### Availability Areas

This service is available in Australia, where Telstra Wholesale coverage is available.

### Plan Changes

We may make changes to the prices and features of your plan, but we will notify you at least 30 days before the changes take effect.

### Personal Account Manager

You will have access to your own personal account manager during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays) for any billing or service enquiries and assistance.

### Billing

Charges and inclusions are billed from 28th to 27th of each month.

New plan activations are prorated according to remaining days in the bill cycle.

On the 28<sup>th</sup> of each month, you will be billed in advance for the next billing period plan access fee, and any usage outside your included package incurred during the previous billing period.

Bills will be sent via email. We do not issue paper bills.

Plan upgrades and downgrades are not prorated. New plan rate will apply in full on the day of the change, unless made on 27th of the month.

Plan disconnections and port aways are not prorated. No credit will apply for remaining days in the bill cycle.

### Late Payment Policy

If your account becomes overdue, we reserve the right to suspend your services and may charge you a late payment fee of \$15 on your next bill.

### Data Banking

Unused data can only be banked up to a maximum of 500GB.

If a higher inclusion plan is downgraded to a smaller plan, then the data banked will be forfeited.

If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended.

If you change plan to a plan that is not eligible for data banking, their included data will be forfeited.

If a service ports away or is terminated in error, all data is forfeited.

### Data Usage Information

To obtain up-to-date service usage information please visit:

[thebroadbandbrokers.com.au/usage-information/](http://thebroadbandbrokers.com.au/usage-information/)

### Customer Service

For our customer service contact details please visit:

[thebroadbandbrokers.com.au/contact-us/](http://thebroadbandbrokers.com.au/contact-us/)

### Dispute Resolution

If you are unhappy with your service and can't come to a resolution with your account manager, please visit:

[thebroadbandbrokers.com.au/dispute-resolution/](http://thebroadbandbrokers.com.au/dispute-resolution/)

### Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Their phone number is 1800 062 058. Visit [tio.com.au/contact-us](http://tio.com.au/contact-us) for further information on how to contact the TIO.