

# Critical Information Summary

## \$30 SIM Only Mobile Plan

1<sup>st</sup> November 2015

### Information about service

This is a Post Paid mobile phone sim card only service offer, utilising the Optus Network with a monthly access fee, available to both residential and business customers. This service allows you to make and receive voice calls, send and receive messages (SMS & MMS) and access mobile data services via a mobile telecommunications service. You must arrange/connect your own handset/s. The Minimum Contract Term is 24 months.

### Other important conditions:

- Offer available to approved customers only
- Direct Debit is mandatory. Please refer to our website or call us to setup a direct debit
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period)
- Calls to Special Numbers (1900), Premium SMS, Optus Zoo Services, and Horizon Content are not included in the Monthly Included Call Usage
- A \$10 replacement charge applies in case of a lost/stolen or damaged SIM

### Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$30
Data Included	500 MB (Cost of 1MB of data=0.0600 c )
Standard Calls within Australia	300 mins
Standard SMS/MMS	Unlimited
International SMS/MMS	70c per SMS/MMS
Calls 13/1300/ 1800 within Australia	30c per call
Cost of standard 2 minute call	\$2.37

**A list of international call rates is available on the website, or a printed copy can be obtained upon request by calling our customer care team**

### Excess Pricing Information:

Usage Types	Amount (Inc. GST)
Mobile to Fixed Lines	99c per min + 38.5c flagfall (charged per 60 seconds increment)
Mobile to Mobile	99c per min + 38.5c flagfall (charged per 60 seconds increment)
Voice Mail Retrieval	38.5c per min (charged per 30 seconds increment)
Video Call	\$1.05c per min + 38.5c flagfall (charged per 30 seconds increment)
Excess Data	24c per MB

**Additional Data Upgrade Packs are available upon request at an extra charge.**

### Other Information:

The maximum monthly charges depend on the number and type of calls made that are not included in the monthly access fee. Charges for international calls vary by location. The total minimum cost is \$729.95 over 24 months and includes the SIM card activation and delivery fee of \$9.95, which appears on the first monthly bill. The early termination fee (ETF) is \$199.00 per service. Subject to stock availability, this service can be supplied with a Standard, Nano, or Micro SIM card.

### Monitoring your Usage:

To access your updated usage information and other details, call our trained customer care. SMS alerts will be sent once 50%, 85% and 100% of the Data allowance has been reached, in order to notify you of your Data usage.

### Using your service overseas (Roaming):

Subsidized International Roaming facility is not activated by default. Charges are significantly higher if you use your sim card internationally as compared to when in Australia. These charges are calculated in addition to or on top of the Plan value. Please refer to our website to view the international roaming policy and charges. We recommend you to purchase an international sim card prior to, or upon arrival at your overseas destination which is compatible with your handset/s.

### TelcoTalk Customer Care contact details:

Phone: 1300 835 268

Email: [care@email.telcotalk.com.au](mailto:care@email.telcotalk.com.au)

Fax: 03 9012 7952

Online: [www.telcotalk.com.au](http://www.telcotalk.com.au)

Postal: Locked Bag 3, South Melbourne VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday, Sunday and Public Holidays:** Closed

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.telcotalk.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday