

# Critical Information Summary

## \$30 SIM Only Mobile Plan 1<sup>st</sup> August 2017

### Information about the 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.

### Terms of Service:

Category	Description
Contract Term & Implications	Services are Contracted for a Minimum Term of 24 months(Two Year Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	Hardware is not included /supplied when signed up for this plan. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	500 Mb of Data is included with this offer.
Inclusions	Pricing information includes Monthly Rental charges, SIM Activation & Delivery Fees & GST.
Exclusions	Unlimited Calling within Australia and Data/MMS/Internet options.

### Information about Pricing:

Usage Type	Amount(inc. GST)
Monthly Access Fee	\$30.00
Total Minimum Cost over 24 Months	\$729.95 - Includes one –time Sim Card Activation & Delivery Fee of \$9.95
Maximum Monthly Charges	Depends on the number and type of calls made, International SMS/MMS(if any), that are not included in the monthly access fee
Pro Rata Charges	Apply – Please see Other Information section
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
Calls to International Numbers	Destinations priced individually; see website/ call 1800 436 659
Data Included	500 MB (Cost of 1MB of data=0.0600 c )
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
Early Termination Fee	\$199 or months remaining multiplied by monthly access fee per service (lesser amount applies)

- **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.**
- **Additional Data Upgrade Packs are available upon request - extra charges apply**
- **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.

### Other Information:

- Offer available to approved customers only.
- Services are provided under our Terms of Business & Standard Form of Agreement; SFOA– see our website
- Direct Debit is mandatory. Please refer to our website or call us to setup a direct debit. monthly charge of \$2 Inc. GST applies for non direct debit payment
- Pro Rata charges apply & are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance
- Early termination fees apply; except during any applicable cooling off period.
- Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – “ETF” of \$199 or months remaining multiplied by monthly access fee per service (lesser amount applies).
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills.
- 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

### Assistance:

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical support, pre or post sales enquires please visit [www.iftelecom.com.au](http://www.iftelecom.com.au). or call us/request a call back on 1800 436 659

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### If Telecom Customer Care contact details:

Phone: 1800 436 659  
E-mail: [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au)  
Fax: 1300 654 574  
Online: [www.iftelecom.com.au](http://www.iftelecom.com.au)  
Postal: Locked Bag 3, South Melbourne, VIC 3205.

### 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.iftelecom.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.