

Critical Information Summary

SIM Only Plans – 1st November, 2018



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/use your own handset/s

The Minimum Contract Term is 24 months:

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to www.iftelcom.com.au/CSG

Requirements & Availability:

IF Telecom SIM only plan includes the supply of a SIM Card (one per service. This service only works when the SIM is used with an existing handset (Handset not included with this service). It includes dialing all categories of numbers but is not suitable for people that require priority assistance. Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any. It is your responsibility to keep your existing service number active. Porting requests for standard postpaid numbers take within 3-5 Business days.

PLEASE NOTE: IF Telecom is unable to port an inactive SIM number.

Minimum Monthly Plan Fee:

Note: See Plan Features & Inclusions below:

Monthly Plan Fee	\$30.00	\$45.00	\$55.00	\$65.00
Data Allowance	500Mb @0.0600c per Mb	1.00 Gb @0.0439c per Mb	2.0 Gb @0.0391c per Mb	3.0 Gb @0.0456c per Mb
Standard Calls within Australia	300-Mins Included	600-Mins Included	2000-Mins Included	3500-Mins Included
Cost of Standard 2 Min. Call	\$2.37c	\$2.37c	\$2.37c	\$2.37c
Standard SMS/MMS	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
International SMS/MMS	70c per SMS/MMS	70c per SMS/MMS	70c per SMS/MMS	70c per SMS/MMS
International Call Credit	N/A	N/A	N/A	N/A
National Voice Call Charges (Fixed and Mobile)	99c –per min. + 38.5c Flagfall	99c –per min. + 38.5c Flagfall	99c –per min. + 38.5c Flagfall	99c –per min. + 38.5c Flagfall
Voice Mail Retrieval Charges	38.5c – per min.	38.5c – per min.	38.5c – per min.	38.5c – per min.
Video Calling Charges	1.05c –per min. + 38.5c Flagfall	1.05c –per min. + 38.5c Flagfall	1.05c –per min. + 38.5c Flagfall	1.05c –per min. + 38.5c Flagfall
13/1300/1800 Call Charges	30c - per call			
Excess Data Usage Charges	.05c - per Mb			
SIM Activation & Delivery Fee	\$9.95c			
Early Termination Fee	\$199.00 or months remaining multiplied by monthly access fee–per service (lesser amount applies)			
Non Direct-Debit Fee	\$5.00 – per month multiplied by 24 months(Contract Duration)			
Total Minimum Cost	\$729.95 Over 24 Months	\$1,089.95 Over 24 Months	\$1,329.95 Over 24 Months	\$1,569.95 Over 24 Months

NOTE: the Total Minimum Cost stated above includes the one time SIM Activation and Delivery fee*. Chargeable calls are billed in 60 sec. increments except Video calling, billed at 30 sec. increments. Standard 2 Min Call cost is \$2.37c post expiration of included free minutes.

Plan Features & Inclusions:

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. A monthly charge of \$5.00 Inc. GST applies for non-direct debit payments.

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.

Usage Monitoring (Data services):

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.

International Roaming (Overseas use):

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

Billing, early termination, and cancellation policy: All our plans are billed in advance via fixed date billing every month. These products are based on a 24-month agreement. Monthly invoices are issued via email only, payable by direct debit via credit or debit card (Visa, MasterCard, AMEX, or Diners) or bank account. A 3% surcharge will apply for all AMEX or Diners transactions. A \$19.95 late payment fee will be charged for any late payments. If you choose to receive your monthly account by post, a printed bill has a charge of \$2.95 per bill. The payment date is 14 days from the invoice issue date. No pro-rata credits or refunds are offered for any accounts. If you cancel your service with us (once the cool off period has expired) during the 24-month term, an early termination fee of \$199.00 or months remaining multiplied by monthly access fee-per service applies. (Lesser amount applies).

Other Fees & charges:

A comprehensive outline of additional fees and charges is located on our website: www.iftelecom.com.au/fees-and-charges

Contact Us:

You can contact us and even get an update on your usage at care@email.iftelecom.com.au or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at www.tio.com.au