

CRITICAL INFORMATION SUMMARY

MOBILE

Information About This Service

This mobile phone service is a “SIM-Only” service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1 month minimum term.

You will require an unlocked mobile phone to use this service. Our service is SIM only and does not include a mobile phone

Key Details

What’s Included -

- All standard calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia (Video MMS not included)
- Voicemails
- Calls to 13,1300 and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see table

Data Banking

Unused data can only be banked up to a maximum of 200GB. Only available on new plans released from October 2021. Previous old plans pre October 2021 will not be eligible for data banking.

If a higher inclusion plan (e.g., 30GB) is downgraded to a smaller plan (e.g., 10GB), then the data banked will be forfeited

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

If a customer changes plan to a plan that is not eligible for data banking (including our Data Pooling plans), their included data will be forfeited

If a service ports away or is terminated in error, all data is forfeited, customer will need to start accumulating data again from zero

Information About Pricing

Please refer to the following table for pricing information

PLAN	1	2	3	4	5	6	7
MONTHLY CHARGE	\$15	\$25	\$35	\$45	\$55	\$65	\$90
INCLUDED DATA	1GB	3GB	10GB	20GB	30GB	60GB	100GB
COST/GB	\$15	\$8.33	\$3.5	\$2.25	\$1.83	\$1.083	\$0.90

The minimum charge for this service is equivalent to 1 month charge

Excess data top ups will automatically be added to a service at a cost of \$10/GB. A maximum of 5x1GB data top ups will be automatically added to a service in a calendar month. Top up requests thereafter can be made by phone/email. Call Forwarded calls are not defined as standard calls and are charged separately at 27.5 cents per minute.

International Roaming

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them.

08 9792 5142

enquiries@thetelcospot.com.au

www.thetelcospot.com.au

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Coverage

The Telco Spot acts as a reseller and uses parts of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited. See coverage maps in the mobile section of our website for full information.

This mobile plan uses parts of the Telstra 3G and 4G mobile network. The Telco Spot is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For coverage details, please visit <https://www.telstrawholesale.com.au/products/mobiles/coverage.html>

Billing

The figures in the table above are for a full billing cycle, however your first bill may also include pro-rata charges for part of a month. Our billing cycle is from the 28th to the 27th of the following month. Bills are issued on approximately the 4th of the month, for a month in advance. In some cases your bill may also include additional charges such as purchased hardware or professional setup fees if requested.

Other Information

You can monitor your billing at <https://www.thetelcospot.net.au>

Enquiries, feedback and complaints: We're here to help. Please contact us by calling 08 9792 5142 or by sending an email to enquiries@thetelcospot.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO): We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax:

08 9792 5142

enquiries@thetelcospot.com.au

1800 630 614 Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.

Free International Calls (Available on Plans 4, 5, 6 and 7)

China
China (mobile)
France
France (mobile)
Germany
Germany (mobile)
Greece
Greece (mobile)
Hong Kong
Hong Kong (mobile)
India
India (mobile)
Ireland
Ireland (mobile)
Malaysia
Malaysia (mobile)
New Zealand
New Zealand (mobile)
Singapore
Singapore (mobile)
South Korea
South Korea (mobile)
Thailand
United Kingdom
United Kingdom (mobile)
USA
Vietnam
Vietnam (mobile)

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