



# CRITICAL INFORMATION SUMMARY

## Information about the service

### SIM Only 35 Plan

#### Description of the service

This SIM Only plan is a post-paid mobile service and includes the following allowances for use within Australia every month:

- Unlimited calls and messaging value
- 3GB data allowance

#### Minimum Term

This plan is on a month-to-month term. The total minimum cost is \$35.

#### Mandatory Goods

You will need to supply your own mobile phone to use this service.

| Usage type in Australia       | Amount (inc. GST)                | Plan inclusion or included value? |
|-------------------------------|----------------------------------|-----------------------------------|
| Standard National Landline    | Unlimited * – rates do not apply | ✓                                 |
| Standard National Mobile      | Unlimited * – rates do not apply | ✓                                 |
| Standard National SMS         | Unlimited * – rates do not apply | ✓                                 |
| Standard National MMS         | Unlimited * – rates do not apply | ✓                                 |
| Calls to 13/1300/1800 Numbers | Unlimited * – rates do not apply | ✓                                 |
| Voicemail Deposits            | Unlimited * – rates do not apply | ✓                                 |
| Voicemail Retrievals          | Unlimited * – rates do not apply | ✓                                 |

| Excluded Usage Type in Australia |                                  |   |
|----------------------------------|----------------------------------|---|
| Directory Assistance             | \$1.10 per call plus local rates | ✗ |
| Voicemail Retrievals             | \$1.50 /min – plus 35c flagfall  | ✗ |

| International Usage Types from Australia |              |   |
|--|--------------|---|
| International SMS                        | 35 c/message | ✗ |
| International MMS                        | 35 c/message | ✗ |

| Data Usage Types in Australia    |                                   |   |
|----------------------------------|-----------------------------------|---|
| Included Data                    | 3GB                               | ✓ |
| Excess Data charges in Australia | 1.5 c/ MB billed in KB increments | ✗ |

| Other Fees and Charges |         |
|------------------------|---------|
| Late Payment Fee       | \$16.50 |
| SIM Replacement Fee    | \$25    |
| Paper Bill Fee         | \$2.50  |
| Non-Direct Debit Fee   | \$2.50  |

Charges for other usage types can be found on <https://www.telco4u.com.au/doc/Telco4U-StandardFormofAgreement.pdf>.

## Information about pricing

### **Minimum Monthly Charge**

\$35 per month.

### **Cancelation Fees**

There are no cancellation fees for a month-to-month service.

### **Payment Processing Fee**

If you pay by direct debit from a bank account or credit card, there is no processing fee. All other payment methods will incur a \$2.50 charge to your account.

## Other Information

### **Billing Cycle**

The billing cycle for this plan uses anniversary billing, meaning your billing cycle commences on the day your service is connected and ends a month later.

### **Tracking Your Spend**

Telco4U will provide free SMS usage alerts once you've reached approximately 50%, 85%, and 100% of your standard credit and/or data allowance. Please be aware that usage info can be delayed. To monitor your unbilled usage, please log in to your account online at [www.telco4u.com.au/](http://www.telco4u.com.au/).

### **Using Your Service Overseas**

Please contact customer service to activate global roaming. To activate, you must pay an upfront bond of \$200 or have been with Telco4U for a period of 6 months with no overdue account.

Your included value **does not** apply to your usage if you are overseas. Global roaming charges can cost you up to \$2.20/min to make and receive a call and data usage can be up to \$1.20/MB. Please refer to [www.telco4u.com.au](http://www.telco4u.com.au) for more details.

### **Mobile Calls and Texts**

You get unlimited\* standard national calls, SMS, and MMS to landline & mobiles from within Australia.

### **Data Usage**

You get 3GB data included in the plan. Data will be counted in KB increments. After you have used your included data allowance, each MB of data will cost \$0.015/MB. Your service is carried on the Optus 3G or Optus 4G networks.

### **\*Telco4U Fair Use Policy**

Telco4U Fair Use Policy refers to 'unreasonable' or 'excessive' use of your service. For more details go to [www.telco4u.com.au/fair-use-policy](http://www.telco4u.com.au/fair-use-policy).

### **Customer Complaints**

If you have a complaint, we urge you to contact customer service first so we can try to resolve your complaint straight away.

To view our full complaints handling policy and procedure simply go to [www.telco4u.com.au/complaint-policy/](http://www.telco4u.com.au/complaint-policy/).

If you are still not satisfied with the proposed resolution after the full resolution process then you may contact the TIO at [www.tio.com.au](http://www.tio.com.au) or call them on 1800 062 058.

### **Customer Service**

You can contact Telco4U on 1300 144 039 or email us on [admin@telco4u.com.au](mailto:admin@telco4u.com.au). Our postal address is PO Box 464, Fortitude Valley QLD 4006.

This is a summary only. For full legal terms and conditions, please visit [www.telco4u.com.au](http://www.telco4u.com.au).

**Customer Service:** 1300 144 039 **Email:** [admin@telco4u.com.au](mailto:admin@telco4u.com.au)