



# CRITICAL INFORMATION SUMMARY

## Information about the service

### SIM Only 79 24-mth 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
- 15GB data allowance

#### Minimum Term

This plan is on a 24-month term. The total minimum cost is \$1896.

#### Mandatory Goods

You are not required to BYO phone with this service as a handset is provided.

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	X

International Usage Types from Australia		
International SMS	35 c/message	X
International MMS	35 c/message	X

Data Usage Types in Australia		
Included Data	15GB (\$0.005 /MB for use in Australia)	✓
Excess Data charges in Australia	1.5 c/ MB billed in KB increments	X

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**

\$79 per month.

### **Cancelation Fees**

If you choose to cancel/disconnect your mobile service within the 24-month term, you must pay an early termination fee (ETF). This fee is calculated as your minimum monthly access fee multiplied by the number of months remaining in your term. If you cancel your service in the first month, the maximum early termination fee is \$1896.

### **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 calendar month billing, meaning your billing cycle commences on the 1<sup>st</sup> of every month and ends on the last day of every month. If you connect this service part way through the month then your inclusions will be pro-rated based on how much of the calendar month is left.

### **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 15GB 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 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.

### **Financial Hardship**

If you experience financial hardship and require advice or assistance regarding your financial situation, please refer to our Financial Hardship Policy, which is available upon request.

### **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)