

Critical Information Summary – Mobile phone

Service to be provided: “SIM-only” service for use with existing mobile phone handsets.

Minimum monthly Charge: \$15 - \$69 (plus PAYG charges)

Maximum monthly Charge: \$15 - \$69 (plus PAYG charges)

Early termination Max Charge: \$0.00

Minimum term applicable: 1 Month

Information about the service

What is the service?

Aussie Broadband’s mobile phone service is a “SIM-only” service for use with existing mobile phone handsets.

Where is it available?

The mobile product of Aussie Broadband provides a 4G coverage footprint of 97% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G network.

You can either request a new phone number with this service, or port across an active number from another carrier.

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service with no contracts. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

What is included?

Features of this service include all calls, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan.

Do I have to bundle anything with the service?

No, you do not have to bundle anything with this service.

Qualifications

Please note that this service may be restricted and/or cancelled if you fail to pay your bill, you abuse our staff or

you breach our fair use policy (available at <https://www.aussiebroadband.com.au/legal/>).

Aussie Broadband does not provide access to Premium call services such as 1900 numbers.

In Australia, data usage will stop working on your phone once you hit your limit. Top-ups are available via the [MyAussie](#) portal or app. For international data usage see “international roaming”.

Information about pricing

Monthly charges

Data included	Plan cost per month	Cost per GB of data
1GB	\$15	\$15
2GB	\$19	\$9.50
10GB	\$29	\$2.90
15GB	\$39	\$2.60
30GB	\$49	\$1.63
60GB	\$69	\$1.15

Inclusions: All plans include all national calls and texts, 10GB, 15GB, 30GB & 60GB also include Basic IDD*.

* Basic IDD includes national call diversions and unlimited IDD calls and SMS to 15 countries (China, Hong Kong, Malaysia, Singapore, UK, Germany, India, NZ, South Korea, USA, Vietnam, Greece, Ireland, Indonesia and Thailand).

Set-up fee

There is no set-up fee for this service.

Equipment fees

You will need an Aussie Broadband SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

Exit fee

There are no exit fees for this service.

Other possible charges

- Data top-ups (not for international roaming) are available via the MyAussie portal at \$10 per GB (maximum 5 per monthly billing period) and expire at the end of your plan month.

- Replacement SIMs will cost \$15 including express postage
- Other items that attract PAYG charges (more information available from our call centre) include:
 - Call forwarding
 - International calls, SMS and MMS including video MMS other than those covered by the basic IDD pack if applicable to your plan
 - International roaming (see costs and information below)
 - Dial IT services (time and weather)
 - International directory assistance (1225)
 - National directory assistance (1223)
 - Video calls – national and international
 - Calls to mobile satellite phones
 - SMS to Apple for new iPhone message set up

Other information

Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

International roaming

International roaming is disabled by default and can be turned on by contacting us. Once enabled, it will automatically activate when entering 67 selected countries (even in airplane mode). A full list of these countries and their rates is available at

<https://www.aussiebroadband.com.au/phone/mobile/>

In summary, cost is either:

- Travel pack (58 countries) - \$12 per 24 hours including international calls and texts to 58 countries and 200MB of data. If you exceed your daily data usage, you will incur additional costs at the relevant PAYG rates for the country you are in. OR
- Non travel-pack (9 countries) – relevant PAYG rates for the country you are in

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via MyAussie. Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

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