

MOBILE PLANS

Critical Information Summary

Information about the service

Here's a quick summary of the important bits about your mobile plan. It covers things like the inclusions and how much it costs each month. This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

What's included and excluded

4G Plans:

Plan Name	Monthly Charge INC	Monthly Data Inclusions
PRIME 4G 5GB	\$20	5GB
PRIME 4G 10GB	\$25	10GB
PRIME 4G 22GB	\$35	22GB

5G Plans:

Plan Name	Monthly Charge INC	Monthly Data Inclusions
PRIME 5G 32GB	\$45.00	32GB
PRIME 5G 50GB	\$50.00	50GB
PRIME 5G 90GB	\$60.00	90GB
PRIME 5G 120GB	\$70.00	120GB
PRIME 5G 150GB	\$75.00	150GB
PRIME 5G 180GB	\$85.00	180GB

Additional Data:

Addition Name	2G Data Bolt-on
Data included	2GB
Cost per bolt-on	\$10
Excess data	\$0.03 per MB

Unlimited national call value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300* numbers.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, video MMS, calls to satellite numbers, usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

Spend Limit - Each service by default is set to allow up to \$100 of excess usage for data bolt-Ons once this limit is reached any excess usage will be stopped. Note this doesn't stop any included plan features e.g. Unlimited calls will work as they are included in the plan and not classed as excess usage. This limit can be increased or decreased as requested.

International Calls/SMS – PAYG rates apply.

Included international call value - unlimited calls to 15 countries for all plans with 20GB data inclusions and above. Cannot be used while roaming overseas.

Included countries are listed below.

China

Germany

Greece

Hong Kong

India

Indonesia

Ireland

Malaysia

New Zealand

Singapore

South Korea

Thailand

United Kingdom

USA

Vietnam

Information about pricing

Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill**.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

SMS notifications will be sent when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a 2GB data top-up is added.

Using your service overseas

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data bolt-ons and Roaming Voice packs are available to be used overseas. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service. Please refer to the Additional Features Sheet for more information.

* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

**Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 2GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of MSS provide TDP Communications Pty Ltd ACN 164 544 585. mobile plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometer's. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Not to be used in conjunction with any other offer and/or promotion. 18. TDP Communications Pty Ltd reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions as per the Application Form.