

## 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
- Voicemails
- Calls to 13,1300 and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see table

#### Information About Pricing

Please refer to the following table for pricing information

PLAN	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
MONTHLY CHARGE	\$25	\$32	\$40	\$45	\$50	\$60	\$70	\$80	\$90
INCLUDED DATA	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
COST/GB	\$5.00	\$2.67	\$1.60	\$1.41	\$1.00	\$0.67	\$0.58	\$0.53	\$0.50
5G Upgrade	YES	NO	NO						

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 \$10/2GB. A maximum of 5x2GB 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

**08 9792 5142**

**[enquiries@thetelcospot.com.au](mailto:enquiries@thetelcospot.com.au)**

standard calls and are charged separately at 27.5 cents per minute. Video MMS (VMMS) are not included and charged at 50 cents per VMMS

#### 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.

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

#### 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 28<sup>th</sup> to the 27<sup>th</sup> of the following month. Bills are issued on approximately the 4<sup>th</sup> 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. If in the event the direct debit payment is rejected/bounces, a \$15.00 dishonour fee applies.

#### 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](mailto:enquiries@thetelcospot.com.au) if you have any questions, would like to give feedback or complain.

**[www.thetelcospot.com.au](http://www.thetelcospot.com.au)**

## CRITICAL INFORMATION SUMMARY

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: 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.