

# Critical Information Summary

## Mobile Voice and Data 5G plans

**Service to be provided:** "SIM-only" service for use with existing mobile phone handsets on the 5G network

Data Included	Saver 20GB*	Value 40GB*	Essential 100GB*	Premium 120GB	Elite 220GB
Minimum Plan Cost per month + PAYG charges	\$25	\$35	\$50	\$60	\$70
Maximum Plan Cost per month + PAYG charges	\$25	\$35	\$50	\$60	\$70
Cost per GB of data	\$1.25	\$0.88	\$0.50	\$0.50	\$0.32
Early Termination Charge	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1
Capped speed	100Mbps	150Mbps	150Mbps	No	No

**\*Capped Speed:** Download speeds for included data are capped at 100Mbps for the 25GB plan and 150Mbps for the 40GB & 100GB plans on the 5G network. There is no capped speed on the 120GB and 220GB plans. Inclusions: All plans include all standard national calls and texts and different levels of Basic IDD credits. 40GB includes \$50 IDD credits, 100GB includes \$300 IDD credits, 120GB includes \$200 IDD credits and 220GB includes \$500 Basic IDD credits.

**Please note:** Basic IDD credits can **only** be used to call applicable countries and **does not** include SMS, MMS or Video MMS. Once credit is exhausted charges are PAYG. Countries are available here: <https://www.aussiebroadband.com.au/forms/other/international-mobile-call-rates.pdf>

### 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 5G rollout is ongoing and is not available in all areas, please see the coverage map to see if it is available in your area. Where 5G is not available, 3G & 4G is available with a 4G footprint coverage of 98% and a combined 4G & 3G coverage footprint of 98.5%. The link to the 5G coverage map is available here

<https://www.aussiebroadband.com.au/mobile4/coverage-map/>

#### What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 5G network.

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

#### What is included?

Features of this service include all calls and SMS to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus the 40GB plan includes \$50 IDD credits, 100GB plan includes \$300 IDD credits, 120GB plan has \$200 IDD credits and the 220GB plan has \$500 IDD credits.

#### Data sharing

Data sharing is available with people on the same Aussie Broadband account. All people sharing data must be Aussie Broadband customers with Aussie Broadband SIMS. 5G plans with capped speeds will pool with other 5G plans with capped speeds and existing 4G plans (Saver, Value & Essential). Full speed 5G plans will only pool with other full speed 5G plans (Premium & Elite). The data sharing feature is enabled by default, is automatic, and can't be toggled.

#### Do I have to bundle anything with the service?

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

#### Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

#### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at <https://www.aussiebroadband.com.au/legal>.



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Aussie Broadband does not provide access to Premium call services such as 1900 numbers. In Australia. The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>

### Excess usage

There are no excess usage charges. Your speed will be slowed to 1.5Mbps when you use your full allocation of data. Top-ups are available via the MyAussie portal or app.

## Information about pricing

### Set-up fee

There is no set-up fee for this service.

### Exit fee

There are no exit fees for this service.

### International calls

Once IDD credits are exhausted charges are PAYG.

### Other possible charges

- Data top-ups are available via the [MyAussie](#) portal at
  - \$10 for 1GB 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 to international numbers (Dependent on forwarding destination)
  - All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS - \$0.35 & MMS - \$0.50.
  - International calls placed to a country that becomes a non listed country, will incur additional PAYG charges and not be included in the IDD credit
  - Dial IT services (time and weather)
  - International directory assistance (1225)
  - National directory assistance (1223)
  - Video calls – national and international
  - Calls to mobile satellite phones.
  - For any 2FA SMS from Apple when setting up Facetime or iMessage

### 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 "**Other possible charges**" for replacement SIM card costs).

## 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.

### 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 – 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://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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

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