

# Critical Information Summary – Residential 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	Fast Track	Tech First	Future Now
	30GB	80GB	220GB
Minimum Plan Cost per month + PAYG charges	\$50	\$65	\$75
Maximum Plan Cost per month + PAYG charges	\$50	\$65	\$75
Cost per GB of data	\$1.67	\$0.81	\$0.34
Early Termination Charge	\$0	\$0	\$0
Minimum Term (Months)	1	1	1

Inclusions: All plans include all national calls and texts and different levels of Basic IDD credits. 30GB includes \$50 IDD credits, 80GB includes \$200 Basic 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/mobile/coversage-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, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus the 30GB plan has \$50 IDD credit, the 80GB plan has \$200 IDD credit and the 220GB plan has \$500 IDD credit.

### What is not included?

Data sharing is not available on this plan.

**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>.

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. The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>

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## Information about pricing

### 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 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
  - 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

## 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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