

Critical Information Summary – Mobile phone



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.

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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 suspended and/or cancelled if you fail to pay your bill within 30 days, you are abusive to 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.

Data will stop working on your phone once you hit your usage limit. Data top-ups are available via the MyAussie porta or app, and expire at the end of your plan month.

Information about pricing

Monthly charges

Data included	Inclusions	Plan cost per month	Cost per GB of data
1GB	All national calls and texts	\$15	\$15
2GB	All national calls and texts	\$19	\$9.50
5GB	All national calls and texts	\$29	\$5.80
10GB	All national calls and texts plus basic IDD*	\$35	\$3.50
15 GB	All national calls and texts plus basic IDD*	\$39	\$2.60
30GB	All national calls and texts plus basic IDD*	\$49	\$1.63
60GB	All national calls and texts plus basic IDD*	\$69	\$1.15

* Basic IDD includes national call diversions and unlimited IDD calls and SMS to 10 countries (China, Hong Kong, Malaysia, Singapore, UK, Germany, India, NZ, South Korea and USA).

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. SIM cards are free and will be mailed free of charge if you have also ordered a router with Aussie Broadband; otherwise, mailing cost will be \$15.

Exit fee

There are no exit fees for this service.

Other possible charges

- Data top-ups are available via the MyAussie portal at \$1- per GB (maximum 5 per monthly billing period)
- Replacement SIMs will cost \$20 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
 - Premium SMS
 - SMS for iPhone message set up

Other information

Call and usage information

Aussie Broadband provides an online portal called "MyAussie", which is also available as an Android and Apple app free-of-charge. You can use this to find information about your usage. You will also receive notifications by SMS when you hit 50%, 80% and 100% usage.

International roaming

International roaming is enabled by default and will automatically activate on first use overseas to the countries listed below. Cost is \$12 per 24 hours including international calls and texts to 57 countries* and 200MB of data.

*Travel Pack Countries: Austria, Belgium, Brazil, Bulgaria, Canada, Cambodia, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu and Vietnam.

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! 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.