

# i28 Global \$28 Mobile Plan 24 Month

## CRITICAL INFORMATION SUMMARY

i28 GLOBAL \$28 MOBILE PLAN – 24 MONTH PLAN			
<b>\$28</b> per month 24 month term min cost \$672	=	<b>\$650</b> National & International Calls & MMS value ^	+ <b>Unlimited</b> ^ + TeleChoice2TeleChoice National Calls
		+ <b>2GB</b> per month of Data	
UNLIMITED ^ standard national text			
All to standard Australian numbers & international numbers from within Australia			

### INFORMATION ABOUT THE SERVICE – i28 GLOBAL \$28 MOBILE PLAN

#### MONTHLY PLAN CREDIT

**\$650** – Standard National Calls, MMS and International Calls ^

**Unlimited** ^ – Standard National Calls to other TeleChoice Mobile customers and Standard National SMS.

Your unused Monthly Call Allowance expires each month. Plan credit in your first month will be pro-rated based on the date of your first bill or when you upgraded or changed your plan.

#### MINIMUM TERM

24 months.

#### MONTHLY DATA ALLOWANCE

**2GB** (1024MB (Megabytes) = 1GB (Gigabyte)).

As your first bill covers only part of a month, the data charge for that month is calculated on the number of days left in that billing cycle. It's called pro-rata billing. You will receive a proportionate month's data allowance for that period.

^ **Important Information:** Our Fair Use Policy applies to all Unlimited Plans and unlimited components of plans. Use which is not permitted by our Fair Use Policy is not included in your monthly call allowance or the relevant component of the plan. International call inclusions are provided for International Direct Dial calls made from within Australia and are subject to our Fair Use Policy. For details of our Fair Use Policy see [telechoice.com.au/legal/terms](http://telechoice.com.au/legal/terms).

#### WHAT'S INCLUDED

Your Monthly Call Allowance can be used for national calls, SMS and MMS to Standard Australian landline and mobile numbers, International Direct Dial Calls ^, as well as 13xx and 1800 numbers from within Australia. Your Monthly Data Allowance can be used to access mobile internet from your 3G compatible handset in Australia.

#### WHAT'S EXCLUDED

Your Monthly Call Allowance can't be used for SMS or MMS to international numbers, any usage while overseas, video calls, calls or SMS to premium numbers (eg 19xx numbers) and satellite numbers, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges). Charges for these calls, SMS and MMS can be found at [telechoice.com.au/legal/terms](http://telechoice.com.au/legal/terms).

Your Monthly Data Allowance can't be used for data while you're overseas.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY SPEND – \$28 PER MONTH

If you exceed the included credit and/or data allowance of your plan, or use your service for things that are excluded from your plan, you will pay more than the minimum monthly spend for that month.

#### MINIMUM TOTAL COST

\$672 over 24 months.

#### STANDARD RATES

<b>2 min standard national mobile call (including call connection)</b>	\$2.34
<b>Standard national text</b>	\$0.22
<b>1MB within Australia (excess usage)</b>	25¢ per MB

#### EARLY TERMINATION CHARGE

If you cancel your i28 Global \$28 Mobile Plan or move to another plan (except another 24 month TC Mobile Plan with the same or higher spend) before your minimum term has ended, you must pay an early termination fee (ETF). The ETF is calculated at a rate of \$15 per month for the remaining months or part thereof otherwise remaining on your fixed term contract. The maximum termination fee is \$360 for a 24 month fixed term contract.

### RATES FOR CALLS AND MESSAGES

	TeleChoice to TeleChoice	To other networks
<b>Standard national voice</b>	Unlimited ^	97¢/min + 40¢ call connection
<b>Standard national text (up to 160 characters)</b>	Unlimited ^	
<b>Standard national MMS</b>	55¢	
<b>Standard national Voicemail retrieval</b>	97¢/min + 40¢ connection Fee	
<b>13 &amp; 1300 numbers</b>	97¢/min + 40¢ connection Fee	
<b>International calls ^</b>	The rates depend on the country called. Visit <a href="http://telechoice.com.au/legal/terms">telechoice.com.au/legal/terms</a> for details	
<b>Rates for international text not included in your plan credit</b>		
<b>International text (from within Australia)</b>	55¢ (up to 160 characters)	

If you restricted your use solely to standard national mobile calls each of 2 minute duration, you could make 277 calls per month.

#### RATES FOR DATA

Data use is for uploads and downloads and is deducted from your monthly allowance in units of 10KB. Excess data usage above your data allowance is charged at 25¢/ MB (billed per 10KB).

#### MANDATORY GOODS

You must have a mobile handset of a kind approved by us to be able to use this service.

#### SPECIAL PROMOTIONS AND VALUE ADDS

Any special promotions or extra value added services that may be associated with your contract or added by you after the start date of your contract term are excluded.



**TELECHOICE USES PART OF TELSTRA'S 3G MOBILE NETWORK**

**OTHER INFORMATION**

**USING YOUR SERVICE OVERSEAS**

Your Monthly Call and Data Allowances don't include use while you're overseas (International Roaming), so you'll be charged separately for this usage. TeleChoice Plans are not automatically provisioned to allow International Roaming. Customers will be required to contact TeleChoice Customer Service to apply for this feature. Credit Criteria and/or a security bond may be required to enable International Roaming.

For details of call rates and data charges while overseas, see [telechoice.com.au/legal/terms](http://telechoice.com.au/legal/terms)

If you're travelling overseas, TeleChoice recommends the use of an International Travel SIM which are available from your local TeleChoice store. Call **1300 TELECHOICE** to find your local store.

**YOUR USAGE INFORMATION:**

You can monitor your unbilled usage at [telechoice.com.au/membersarea](http://telechoice.com.au/membersarea)

**BILLING**

Your TeleChoice Mobile bill is charged on the same date each month (3 May, 3 June, 3 July for example). Each 'month', you'll be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will also have charges for the days left in that 'month' until your next billing cycle begins.

This plan requires paperless billing. A \$2.20 inc. GST service charge will be applied per month if you receive a paper bill. You can request an electronic/email bill via the TeleChoice Members Area at [telechoice.com.au/membersarea](http://telechoice.com.au/membersarea)

**BILL PAYMENT OPTIONS**

**BPAY:** The TeleChoice Biller Code is 24422. Details of how to Pay by BPAY will be on your bill.

**Credit Card:** VISA and MasterCard payment is available:

- Online via the TeleChoice Members Area [www.telechoice.com.au/membersarea](http://www.telechoice.com.au/membersarea)
- PayByPhone by calling 1300TELECHOICE

A 1.6% credit card processing fee is applicable to any credit card payment transactions. For more information on other bill payment methods visit [www.telechoice.com.au/help](http://www.telechoice.com.au/help).

**DO YOU HAVE ANY QUESTIONS?**

For more information go to [telechoice.com.au](http://telechoice.com.au)

or call us 9am – 6pm AEST Monday to Friday (lost or stolen phones 24/7)

**1300 TELECHOICE** (within Australia)  
**+61 2 8763 9050** (from overseas)

**CALLS TO OVERSEAS**

The TeleChoice international calls feature is automatically barred when you connect your Mobile Service. If you want to activate access to international calls, please contact Customer Service. A list of available countries and call rates can be viewed at [telechoice.com.au/legal](http://telechoice.com.au/legal) and may change from time to time.

**OUR DISPUTE RESOLUTION PROCESS**

We set ourselves high customer service standards. We want you to be happy. Should you have a dispute with us for any reason at all please call our friendly customer support team on **1300 TELECHOICE**.

**OUR CONTACT DETAILS**

- Our customer service number is **1300 TELECHOICE** (9am – 6pm AEST, Monday - Friday)
- Our email address can be found at <http://www.telechoice.com.au/help/contact>
- Send us a fax on 03 8699 2550
- write to us at:  
**Customer Service  
P.O Box 5161  
South Melbourne  
Victoria 3205**

We will do our best to fix your problem quickly.

As soon as we can, we will let you know how long we think it will take to fix your problem.

If we can't fix your problem within 10 working days, we will tell you why.

**TELECOMMUNICATIONS INDUSTRY OMBUDSMAN**

You can always go to the Telecommunications Industry Ombudsman with a complaint. To contact them:

By phone **1800 062 058**  
By fax **1800 630 614**  
In writing **PO Box 276,  
Collins Street,  
Melbourne VIC**

This is only a summary. This plan with full terms and conditions can be found at [telechoice.com.au/legal/terms](http://telechoice.com.au/legal/terms)

**THIS MOBILE PLAN IS FOR THE SUPPLY OF MOBILE SERVICE ONLY AND DOES NOT INCLUDE THE SUPPLY OF A MOBILE HANDSET.**

This information is correct as at 19 September 2013 and is subject to change where we are permitted to do so by law. Visit [telechoice.com.au](http://telechoice.com.au) for updated information about our plans, services and us. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.