

# Live Global 49 Plan 12 month

## CRITICAL INFORMATION SUMMARY

LIVE GLOBAL 49 MOBILE PLAN – 12 MONTH PLAN				
<b>\$49</b> per month 12 month term min cost \$588	=	<b>Unlimited<sup>^</sup></b> National Calls, Texts & MMS	+	<b>Unlimited<sup>^</sup></b> TC2TC National Calls & voice retrieval
		+	<b>30</b> minutes International Calls value <sup>^</sup>	+
			<b>3GB</b> per month of Data	
All to standard Australian numbers & international numbers from within Australia				

### INFORMATION ABOUT THE SERVICE – LIVE GLOBAL 49 MOBILE PLAN

#### MONTHLY PLAN CREDIT

**Unlimited<sup>^</sup>** – Standard National Calls, Texts, MMS & voicemail retrieval

**30 minutes<sup>^</sup>** – Included International Calls value

**Unlimited<sup>^</sup>** – National Calls & Texts to other TeleChoice Mobile customers.

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

12 months.

#### MONTHLY DATA ALLOWANCE

**3GB** – 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.

<sup>^</sup> **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 standard national calls, Texts and MMS to Standard Australian landline and mobile numbers, 30 minutes of International Direct Dial and satellite calls<sup>^</sup>, voicemail retrieval, as well as 13xx and 1800 numbers all 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 any usage while overseas, standard national video MMS, video calls, calls or Texts to premium numbers (eg 19xx numbers) and Texts and MMS to international numbers, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges). Charges for these calls, Texts 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 – \$49 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

\$588 over 12 months.

#### MAXIMUM TOTAL CHARGE

There is no limit, the maximum charge depends on your usage & excess usage.

#### EARLY TERMINATION CHARGE

If you cancel your Live Global 49 Mobile Plan or move to another plan (except another 12 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 12 month fixed term contract.

#### STANDARD RATES

<b>2 min standard national mobile call (including call connection)</b>	\$2.38
<b>Standard national text</b>	\$0.25
<b>Standard national MMS</b>	\$0.50
<b>1MB within Australia (excess usage)</b>	5¢ per MB
<b>1GB within Australia (excess usage)</b>	\$51.20

### RATES FOR CALLS AND MESSAGES

	TeleChoice to TeleChoice	To other networks
<b>Standard national voice</b>	Unlimited <sup>^</sup>	99¢/min + 40¢ call connection
<b>Standard national text (up to 160 characters)</b>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>
<b>Standard national Voicemail retrieval</b>		99¢/min + 40¢ connection Fee
<b>13 &amp; 1300 numbers</b>		99¢/min + 40¢ connection Fee
<b>Standard national MMS</b>		50¢ / MMS
<b>International direct dial calls<sup>^</sup></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>1223 Directory Assist</b>		\$1.50 per call
<b>Rates not included in your plan credit</b>		
<b>Standard international Texts</b>		50¢ (up to 160 characters)
<b>Standard national video MMS</b>		75¢ / MMS
<b>International video MMS</b>		\$2.50 MMS
<b>Standard national video calls</b>		\$1.50/min + 40¢ flag
<b>International video calls</b>		\$2.00/min + 40¢ flag

#### RATES FOR DATA

Data use is for uploads and downloads and is deducted in units of 10KB (1024 bytes = 1KB). Excess data usage above your data allowance is charged at 5¢/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.



## OTHER INFORMATION

### USING YOUR SERVICE OVERSEAS

International Roaming is not currently available on the Live Plans.

If you're travelling overseas, TeleChoice recommends the use of an International Travel SIM which can be purchased from your local TeleChoice store. Call **1300 83 53 24** to find your local store.

### YOUR USAGE INFORMATION:

You'll automatically receive SMS alerts within 48 hours of reaching 50%, 85% and 100% of your Monthly International Call Allowance. You will also automatically be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. You can monitor your unbilled usage at [telechoice.com.au/membersarea](http://telechoice.com.au/membersarea).

Our **Live Plans** come with real time 'live' billing, call \*159# on your handset and your current usage will be sent to you by Text. Please note this service will only display current usage up to 100% of your call and data allowance.

Whilst usage is rated in near real time the information available via this service may be delayed by up to 48 hours.

Alerts are provided as a guide to assist you in managing your plan usage. You are responsible for any usage on your mobile service and should implement your own usage controls accordingly. For full details of the TeleChoice Usage Alerts visit [alerts.telechoice.com.au](http://alerts.telechoice.com.au).

### DATA SPEED CONTROLS

TeleChoice Live Plans contain automatic data shaping controls at 110% of the plan's included data allowance. Once this data threshold is reached data speeds will be reduced for the remainder of the billing cycle. For more information about our data shaping controls please see our Usage Notification Policy available at [www.telechoice.com.au/legal/usage-notification-policy](http://www.telechoice.com.au/legal/usage-notification-policy).

### 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 transaction. For more information on other bill payment methods visit [www.telechoice.com.au/help](http://www.telechoice.com.au/help).

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

### HANDSET REPAYMENT OPTION:

If you have chosen to enter into an agreement for equipment financing via the Handset Repayment Option conditions do apply. Full terms and conditions are available at [www.telechoice.com.au/legal/handset-repayment-option](http://www.telechoice.com.au/legal/handset-repayment-option).

### TELECHOICE EXCESS USAGE ALERT

Your service is provided subject to the usage notification policy which can be found at [www.telechoice.com.au/legal/usage-notification-policy](http://www.telechoice.com.au/legal/usage-notification-policy).

### TELECHOICE MOBILE NETWORK

TeleChoice uses part of Telstra's 3G mobile network.

### DO YOU HAVE ANY QUESTIONS?

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

or

Call us: 9am - 9pm AEST Monday to Friday  
9am - 6pm AEST Saturday and Sunday  
**1300 83 53 24** (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 [www.telechoice.com.au/legal](http://www.telechoice.com.au/legal) and may change from time to time.

### OUR DISPUTE RESOLUTION PROCESS

- You can make a complaint to us by sending us a **'Service Desk'** request from your Members Area.
- You can email your complaint to us at [support@telechoice.com.au](mailto:support@telechoice.com.au) or
- You can call our Customer Service team on **1300 83 53 24**  
9am - 9pm AEST Monday to Friday  
9am - 6pm AEST Saturday and Sunday

We will do our best to resolve your issue as quickly as we can.

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

You can refer a complaint to the Telecommunications Industry Ombudsman (TIO) at any time, although you will need to speak to us first to attempt to resolve the matter prior to taking your complaint to the TIO.

If you remain unsatisfied with our handling of your complaint you have the right to ask the TIO to assist. To do that 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).