

# CRITICAL INFORMATION SUMMARY

Plan ref: 177767



We have you covered

## LIVE 35 PLAN 12 MONTH

**\$2000**

Standard National Calls, MMS and International Calls<sup>~</sup> & International Texts



**3GB**

of Data per month



**UNLIMITED<sup>^</sup>**

Standard National Texts



**UNLIMITED<sup>^</sup>**

TeleChoice2TeleChoice Standard National Calls\*

ALL TO STANDARD AUSTRALIAN NUMBERS & INTERNATIONAL NUMBERS FROM WITHIN AUSTRALIA

### INFORMATION ABOUT THE SERVICE

#### MONTHLY PLAN CREDIT

**\$2000** – Standard National Calls, MMS and International Calls<sup>~</sup>

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

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** – 1024KB (Kilobytes) = 1MB (Megabyte).

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.

#### WHAT'S INCLUDED

Your Monthly Call Allowance can be used for standard national calls, Texts and MMS to Standard Australian landline and mobile numbers, Texts or MMS to standard international numbers, International Direct Dial Calls<sup>~</sup>, calls to eligible satellite numbers<sup>~</sup>, video MMS, voicemail retrieval, 1223 Directory Assist 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, video calls, 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.

#### EXCLUDED FUNCTIONS

Calls or texts to premium numbers (eg. 19xx numbers) are not available on the LIVE Plans.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY SPEND – \$35 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

The Minimum Total Cost is \$420 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 35 Mobile Plan or move to another plan (except another 12 month TeleChoice 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 \$180 for a 12 month fixed term contract.

#### 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 \$10 per 1GB block - Once your included data allowance has reached 100%, a 1GB excess data block will automatically be added to your service and the charge will appear on your next bill.

### RATES FOR CALLS AND MESSAGES

If you restricted your use solely to standard national mobile calls each of 2 minute duration, you could make 840 calls.

#### 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.

### RATES FOR CALLS AND MESSAGES

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

### STANDARD RATES

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>
Excess data usage rate Billed per 1GB block	<b>\$10.00 per GB</b>

**^ 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).

**\*National TeleChoice Mobile to TeleChoice Mobile Calls:** Mobile services connected to TeleChoice Plans may take up to 7 days to become eligible for the TeleChoice Mobile to TeleChoice Mobile Call offering – calls will be rated as standard calls until the service eligibility has been established. If you go over your Included Value Plan, TeleChoice will credit your account with the amount incurred for the TeleChoice Mobile to TeleChoice Mobile Calls that you have made.

**LIVE 35 PLAN  
12 MONTH****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 on reaching 50%, 85% and 100% of your Monthly Call Allowance. You will also automatically receive SMS alerts 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 'live' billing, call \*159# on your handset and your current usage will be presented in real time via return message. Please note this service will only display current usage up to 100% of your call and data allowance.

The LIVE billing platform generates and sends usage alerts immediately once a usage threshold is reached. These 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. SMS notifications may not be successfully delivered or may be delayed if, for example, your device is switched off, or is not capable of receiving SMS or if there is a system outage.

For Full details of the Telechoice usage alerts visit [alerts.telechoice.com.au](http://alerts.telechoice.com.au)

**DATA SPEED CONTROLS**

TeleChoice LIVE Plans provide data access for the full value of the plan's included data allowance. Once 100% of the plan's allowance has been exhausted data access may cease until an excess data block is automatically added to the service.

For more information about our data shaping controls please see our Usage Notification Policy at <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. (This option is not available for online applicants)

**Direct Debit:** BSB and Account Number are required

**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)
- Pay by phone by calling 1300 83 53 24

**Automated Payment Methods:** Available via Direct Debit or Credit Card

An automated payment method is mandatory for online applicants. 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).

**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**

If you want to deactivate 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)
- 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).

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