



**Critical Information Summary**  
**LIVE Handset Plans (24 Months)**

| PLAN  | SMALL                   | MEDIUM                   | LARGE   | X-LARGE   |
|---|-------------------------|--------------------------|---|---|
| Minimum Monthly Charge<br>Does not include any additional handset repayments  | \$25                    | \$35                     | \$50  | \$55  |
| Set Up Fee **   | \$29                    | \$29                     | \$29  | \$29  |
| Total Minimum Cost<br>(does not include any additional handset payments)  | \$629                   | \$869                    | \$1229  | \$1349  |
| Early Termination Charge (Service Plan) <sup>^</sup>  | \$480                   | \$600                    | \$720   | \$720   |
| Monthly Call allowance  | Unlimited <sup>^</sup>  | Unlimited <sup>^</sup>   | Unlimited <sup>^</sup>                          | Unlimited <sup>^</sup>                          |
| International SMS   | Unlimited <sup>^</sup>  | Unlimited <sup>^</sup>   | Unlimited <sup>^</sup>                          | Unlimited <sup>^</sup>                          |
| Standard National SMS and MMS   | Unlimited <sup>^</sup>  | Unlimited <sup>^</sup>   | Unlimited <sup>^</sup>                          | Unlimited <sup>^</sup>                          |
| International Calls   | not included            | not included             | Unlimited <sup>^</sup> to 15 Selected Countries | Unlimited <sup>^</sup> to 15 Selected Countries |
| Monthly Data Allowance  | 4GB<br>(3GB +1GB BONUS) | 17GB<br>(10GB+7GB BONUS) | 32GB<br>(20GB+12GB BONUS)                       | 50GB<br>(30GB+20GB BONUS)                       |
| All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.  |                         |                          |   |   |
| ** A \$29 set up fee applies to all Handset Plans   |                         |                          |   |   |
| <sup>^</sup> Plus any Early Termination Charge (Handset Payments). Refer to information below regarding Early Termination Charges |                         |                          |   |   |

**Information about the service**

**Description of the service:** Your plan is for a mobile handset and a 24 month post-paid mobile service. This gives you a mobile handset as well as access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia.

**Minimum contract term:** 24 months

**Mandatory goods:** This plan includes a handset.

**What's included in your monthly allowance:** Your monthly call allowance can be used for standard national calls, SMS and MMS to standard Australian landline and mobile numbers, SMS and MMS as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G compatible handset.

**What's excluded from your monthly allowance**

International calls, international MMS, national video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at [www.telechoice.com.au/?/pricing-plans](http://www.telechoice.com.au/?/pricing-plans)

**Excluded functions:** Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

**Monthly data allowance:** The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of \$10 (\$0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes). A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

**Information about pricing**

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

**International calls**

\$50 & \$55 Handset plans include Unlimited Calls to these 15 Selected Countries Bangladesh, China, Canada, Hong Kong, India, Malaysia, New Zealand, Thailand, United Kingdom, USA, Egypt, Greece, Pakistan, Singapore, Vietnam.

**Add an international call pack to any mobile plan for \$5/mth, \$9/mth or \$15/mth to call any country.**

| International call packs                        | \$5/mth | \$9/mth | \$15/mth |
|---|---------|---------|----------|
| International call allowance (to any country)** | \$150   | \$300   | \$600    |

\*\*Call rates will be charged based on the country. The rates can be found at Appendix I at <https://www.telechoice.com.au/?/appendix>

**Add an unlimited international call pack to any \$25 and \$35 mobile handset plan for \$5/mth \$12/mth to call selected countries.**

| Unlimited International call packs                 | \$5/mth available on \$25 and \$35 Handset plans   | \$12/mth available on \$25 & \$35 Handset Plans   |
|--|--|---|
| International call allowance to selected countries | Unlimited <sup>^</sup> to these 10 countries:<br>Bangladesh, China, Canada, Hong Kong, India, Malaysia, New Zealand, Thailand, United Kingdom, USA | Unlimited <sup>^</sup> to these 15 countries:<br>Bangladesh, China, Canada, Hong Kong, India, Malaysia, New Zealand, Thailand, United Kingdom, USA, Egypt, Greece, Pakistan, Singapore, Vietnam |



We do not bill the international call packs at a pro rata rate. You will be charged the full amount even if you add a call pack towards the end of the billing cycle. You are encouraged to add a call pack at the start of your billing cycle to enjoy the full benefit.

#### Call rates

Call rates are as follows:

Standard national calls: \$0.99/min plus \$0.40 flagfall. A 2 minute standard national call (including flagfall) costs \$2.38

Standard national SMS: \$0.25

Standard national MMS: \$0.50

Standard National Video MMS: \$0.75

Standard National Voicemail Retrieval: \$0.99/min plus \$0.40 flagfall

13 & 1300 numbers: \$0.99 per minute plus \$0.40 flagfall

1223 Directory Assist: \$1.50 per call

Standard national video calls: \$1.50/min plus \$0.40 flagfall

International video calls: \$2.00/min plus \$0.40 flagfall

Other calls, SMS and MMS can be found at [www.telechoice.com.au/pricing-plans](http://www.telechoice.com.au/pricing-plans)

#### Early Termination Charges

If you cancel your plan, or move to another plan (except another LIVE handset mobile service plan with the same or higher spend) before your fixed term contract has ended, you must pay an Early Termination Charge (ETC) in respect of the Service Plan, as well as an ETC for any remaining payments for your chosen handset. The maximum ETC for the \$25 mobile Service Plan is calculated at the prescribed rate of \$20 per month for the remaining months or part thereof otherwise remaining on your fixed term contract. The maximum ETC for the \$35 mobile Service Plan is calculated at the prescribed rate of \$20 per month for the remaining months or part thereof otherwise remaining on your fixed term contract. The maximum ETC for the \$50 mobile service plan is calculated at the prescribed rate of \$30 per month for the remaining months or part thereof otherwise remaining on your fixed term contract. The maximum ETC for the \$55 mobile service plan is calculated at the prescribed rate of \$30 per month for the remaining months or part thereof otherwise remaining on your fixed term contract. The ETC for your handset repayment is calculated at the prescribed rate per month for the remaining months or part thereof otherwise remaining on your fixed term contract. Example: \$35 mobile service plan with \$13 monthly handset repayments, total Maximum ETC will be \$912 [calculation  $25 \times 24 = \$600$  plus  $13 \times 24 = \$312$ ].

**Special promotions and value add**: This summary excludes any special promotions or value adds that may be associated with your contract of may be added by you after your contract commences.

#### Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit [www.telechoice.com.au/?/how-much-data-do-you-really-use](http://www.telechoice.com.au/?/how-much-data-do-you-really-use)

#### Other Information

##### Billing

The billing cycle of your TeleChoice account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance.

You will receive your bill via email. A \$2.20 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the TeleChoice member's area at [www.telechoice.com.au/members](http://www.telechoice.com.au/members)

##### Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions.

You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances.

You can monitor your service usage by logging into your account online at [www.telechoice.com.au/members](http://www.telechoice.com.au/members)

For full details of the TeleChoice usage alerts visit [www.telechoice.com.au/?/Managing-your-usage](http://www.telechoice.com.au/?/Managing-your-usage)

##### Using your service overseas

International Roaming is currently available on the LIVE Plans in selected countries. Refer to [telechoice.com.au/?/international-roaming](http://telechoice.com.au/?/international-roaming). Charges for international roaming are higher than standard call costs and data usage may also be more expensive.

**Customer Support**: For more information go to [www.telechoice.com.au](http://www.telechoice.com.au) or Call us: 9am - 9pm AEST (Mon-Fri) 9am - 6pm AEST (Sat-Sun) on 1300 83 53 24 (within Australia) and +61 02 8069 2638 (from overseas).

##### Telecommunications Industry Ombudsman

If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

**^ Important Information**: Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. For details of our Fair Use Policy see [https://www.telechoice.com.au/uploads/cis/a\\_06\\_Appendices/Appendix\\_B\\_-\\_Fair\\_Use\\_Policy.pdf](https://www.telechoice.com.au/uploads/cis/a_06_Appendices/Appendix_B_-_Fair_Use_Policy.pdf)

This is only a summary. This plan with full terms and conditions can be found at [www.telechoice.com.au/terms-conditions](http://www.telechoice.com.au/terms-conditions) This information is correct as at 12 AUGUST 2019 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](http://www.telechoice.com.au) for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.