



## TeleChoice Critical Information Summary

### PRE PAY AND SAVE PLANS – 13 Months

PLAN	SMALL	MEDIUM	LARGE	X-LARGE
Total Minimum Upfront Cost	\$180	\$279	\$400	\$499
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>
Monthly Data Allowance	4GB (3GB +1GB BONUS)	17GB (10GB+7GB BONUS)	32GB (20GB+12GB BONUS)	50GB (30GB+20GB BONUS)
All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.				
** A \$15 set up fee applies in-store but is waived where you sign up online				

#### Information about the service

**Description of the service:** Your plan is for a SIM only Post-paid mobile service where you Pre Pay the minimum monthly plan charge for a period of 13 months. Excess charges not included in your Pre Pay Plan will be charged on a Post Paid basis where you Opt-in for these services .

**Minimum term:** 13 months. After 13 months we will contact you and request that you choose a new TeleChoice plan or you may cancel your Service altogether. If you do not choose a new plan we will automatically revert your plan to a similar month to month plan based on your usage at the time. We will do that to ensure you are not without a mobile Service.

**Mandatory goods:** You need a 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible.

#### What's included in your monthly call allowance

Your monthly call allowance can be used for standard national calls, texts and MMS to Standard Australian landline and mobile numbers, MMS and SMS 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 call allowance

International Calls, International MMS, National video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers and 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, you may Opt-in for additional data packs. Excess data packs are charged at \$10 per 1GB (\$0.0098 per MB) or \$15 for 2GB (\$0.0074 per MB). 1GB (Gigabyte) = 1,024MB (Megabytes) and 2GB = 2,048MB.

#### 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

You may Opt-in to our International Call Packs. All Call packs will be charged to you on a Post-Paid basis . Our International Call packs are Recurring monthly packs, therefore will be charged to you every month until you Opt-out.

#### 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)

Unlimited<sup>A</sup> Calls to 15 Selected Countries :China,Bangladesh ,India,Egypt,Greece,New Zealand, UK,Canada,Hong Kong,Thailand,Malaysia,USA,Singapore,Pakistan,Vietnam

### Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred. Upfront payments will be forfeited and will not be refunded.

### Special promotions and value adds

This summary excludes any special promotions or value adds that may be associated with your contract or 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 minimum monthly charge 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 International Call Pack Bolt On inclusions.

You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly plan call and 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. To activate International Roaming you must contact our Customer Service team on 1300 835 424 .

#### 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),+61 2 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.

<sup>A</sup> **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.