

## **\$25 TELECHOICE MOBILE BROADBAND 2.5GB MONTH TO MONTH PLAN**

### **INFORMATION ABOUT THE SERVICE**

#### **DESCRIPTION OF THE SERVICE**

This is a Postpaid Mobile Broadband Service which includes a Data Allowance of **2.5GB** for use within Australia.

#### **WHAT'S INCLUDED**

Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband or tablet device in Australia.

#### **WHAT'S NOT INCLUDED**

Your Monthly Data Allowance can't be used for data use while you're overseas. Your Plan doesn't include any call or SMS allowance.

### **INFORMATION ABOUT PRICING**

#### **MINIMUM MONTHLY SPEND – \$25 PER MONTH**

If you exceed the included 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 TERM**

Month to month.

#### **MINIMUM TOTAL COST**

\$25 per month.

#### **MAXIMUM TOTAL CHARGE**

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

#### **EARLY TERMINATION CHARGE**

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

#### **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 Monthly Data Allowance is charged at \$10 per 1GB block. Once your Monthly 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. A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

#### **MANDATORY GOODS**

You must have a mobile device 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.

#### **MOBILE BROADBAND DEVICE**

You need a compatible mobile broadband device to use this service. This device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

To check it is compatible with, and set up to make the most of, our network go to [telechoice.com.au/compatibility](http://telechoice.com.au/compatibility)

### **OTHER INFORMATION**

#### **FAIR USE POLICY**

Our Fair Use Policy is intended to ensure that our customers do not use our services or Fair Use offers in a way which could affect the reliable operation of our carrier's network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our Fair Use Policy.

You must adhere to our Fair Use Policy when you use any of our special offers giving you calls or data usage free, or at rates lower than the standard rates for such calls or data usage as set out in our Agreement. These are sometimes known as, and referred to in this document as, "Fair Use" offers.

Fair Use offers include any plan (or part of a plan) that is expressed to be 'unlimited' and/or any plan that expressly incorporates the Fair Use Policy in its terms and conditions. If our Fair Use offers cover non-voice calls, then you must adhere to the Fair Use Policy when you make voice calls and/or non-voice calls. We reserve the right to amend our Fair Use Policy from time to time (published by us at [www.telechoice.com.au/terms-conditions](http://www.telechoice.com.au/terms-conditions)).

#### **USING YOUR SERVICE OVERSEAS**

This plan can not be used overseas.

#### **YOUR USAGE INFORMATION**

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 TC Mobile Broadband 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 [www.telechoice.com.au/?/managing-your-usage](http://www.telechoice.com.au/?/managing-your-usage).

#### **DATA SPEED CONTROLS**

TC Mobile Broadband Plans provide data access for the full value of the plan's include 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 [www.telechoice.com.au/?/usage-notification-policy](http://www.telechoice.com.au/?/usage-notification-policy).

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### OTHER INFORMATION

#### 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 [www.telechoice.com.au/membersarea](http://www.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/?/usage-notification-policy](http://www.telechoice.com.au/?/usage-notification-policy).

#### TELECHOICE MOBILE NETWORK

TeleChoice uses part of Telstra's 3G and 4G mobile network.

#### DO YOU HAVE ANY QUESTIONS?

For more information go to [www.telechoice.com.au](http://www.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 8069 2638 (from overseas)

#### 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 [complaints@telechoice.com.au](mailto:complaints@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 [www.telechoice.com.au/terms-conditions](http://www.telechoice.com.au/terms-conditions).

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