

Critical Information Summary

Information about the service

Service description

This mobile broadband data sim service is a "SIM-Only" service for use with an existing mobile data appliance such as Laptop, Dongle or Tablet. This service is provided with no lock in contract and has a 1-month minimum term.

Hardware requirement

You will require to use your own BYO Device for Mobile Data only usage via a sim card.

Key details

What's Included?

- Mobile Sim Card
- An amount of mobile data in line with the plan inclusion – please see below.

What's not included?

- Not a voice service for mobile handset. Data only sim specifically for Broadband usage only.

Information about pricing

Monthly charge, minimum charge and unit pricing

Plan	Data/Month
\$25 (4G)	15Gb
\$30 (5G)	29Gb
\$45 (5G)	40Gb
\$55 (5G)	65Gb
\$60 (5G)	100Gb
\$70 (5G)	120Gb
\$80 (5G)	180Gb
\$100 (5G)	400Gb

The minimum charge for this service is equivalent to 1-month charge.

Excess data top ups will automatically add to a service at a cost of \$10 for 2GB. A maximum of 5 x 2GB data top ups can be added to a service in a calendar month.

1GB One-off Bolt-on (excess usage once 2GB bolt-on is exhausted) \$10 each 1GB.

As default all calls to international destinations are charged in addition to charges outlined here. For details of call costs to specific international destinations please see the mobile section of our website for full international call charge information: www.nexttelecom.com.au/mobile.

Other Information

Usage information

You can monitor your usage at www.nexttelecom.com.au > [My Account](#) or by calling us on **1300 00 NEXT** (1300 00 6398). You can check your remaining data balance at any time by calling ***159#** from your mobile handset. There is no charge to check your remaining data balance.

Coverage

Next Telecom acts as a reseller and uses parts of the 4G and 5G mobile network and capabilities of Telstra Wholesale networks. See coverage maps in the mobile section of our website for full information: www.nexttelecom.com.au/mobile.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$3.50 applies to printed bills.

Early Termination Fees

Early Termination Fees (ETF) apply if this service is cancelled, disconnected or ported to another carrier within the contract period.

Mobile & Mobile broadband ETF is the month access fee X month remaining in the agreement.

Plan Change fee

A plan change fee of \$50 applies if the plan is changed to another plan during the contract term.

We are here to help

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on [1800 062 058](tel:1800062058) or submit an enquiry at <http://www.tio.com.au/>

Spend Management

A spend management tool is available to all Next Telecom customers free of charge via the member portal at: www.nexttelecom.com.au > [My Account](#)

For full terms & Conditions please visit the [Next Telecom Terms & Conditions](#)

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