

Critical Information Summary

5G Mobile - Staff Reward Plan

5G Mobile Voice - 60GB Staff Reward Plan	
Minimum Monthly Charge	\$50.00/mth
Monthly Data Allowance	60GB
Minimum Term	1 month
Network	5G
Max Upload/Download Speed in Mbps	250/250
National Calls	Unlimited
National SMS & MMS* Does not include video MMS	Unlimited
International Roaming See International Calling section for list of countries	Enabled by default
IDD to selected countries See International Calling section for list of countries	-

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your 4G/5G Mobile service. It covers things like the length of your contract and how much you need to pay each month.

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

AVAILABILITY

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G*, 4G or 5G and covers more than 1.6m square kilometres of the Australian landmass.

The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.

* At end June 2024 3G network services will cease.

COVERAGE

Check mobile coverage at <https://www.telstrawholesale.com.au/mobile-network.html>.

WHAT'S INCLUDED AND EXCLUDED?

Calls - You can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

Included data cannot be used while roaming overseas. Any unused data at the end of each monthly period is forfeited.

Some plans as listed in the table shown includes unlimited calls and texts to international landlines and mobiles in 15 countries: China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value cannot be used while roaming overseas.

USING YOUR SERVICE OVERSEAS

Your monthly included call and data values do not include usage while you're overseas, so you'll be charged separately for this usage.

Roaming Day Packs are available to be used overseas in some destinations. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for further information.

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INFORMATION ABOUT PRICING

All pricing contained herein is GST inclusive.

Excess Usage charges apply if you make calls or send SMS/MMS to any non-included numbers. Further charges will also apply when roaming overseas.

Excess usage charges will also apply if you exceed your pooled monthly data allowance.

10GB Auto Bolt-on (per block), will be charged at \$55.00 and expires at the end of the Billing Cycle.

Visit nowtechnologies.com.au for information on call costs for non-standard calls & messaging options. Opt-in to Zero Bill Shock to block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill.

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

The service must not be used to generate mobile terminating access or SMS messaging terminating access payments (for example, by using SIM boxing), to transmit, refile or aggregate domestic or international traffic on the network, as a call collection service and/or for the call redirection to call centres, call sinks or mass termination services, or with devices that switch or reroute calls to or from the network to any third party.

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

ADDITIONAL FEES

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$5.50 inc GST + interest will apply. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

The following account fees apply:

Non-direct debit fee: \$3.85

Late Payment Fee: \$5.50

Physical SIM replacement charge: \$5.50

FAIRPLAY POLICY

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

NEED HELP? WE'RE HERE FOR YOU

If you have any questions, just call us so we can serve you better or you can visit our website for additional information, including to access information about your usage of the service. Visit nowtechnologies.com.au/support/contact-us for our support options. Call 1300 851 993, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

COMPLAINTS

If there's something you're not happy with and you wish to make a complaint, visit nowtechnologies.com.au/support/contact-us. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at nowtechnologies.com.au