

PRICING AND FEES · MOBILITY SERVICES

Mobility Rates Card

PROVIDER

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DOCUMENT VERSION

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Purpose

This Rate Card sets out FlexrUC's standard charges for **mobile, mobile broadband and SMS gateway services**. It covers one-off service fees, travel packs, non-standard call and messaging charges, data, international roaming, and SMS Gateway messaging.

All rates are quoted in Australian dollars, exclusive of GST, and are subject to change. Where a formal quote is issued for a specific engagement, the rates in that quote will apply.

Service Fees

CHARGE	RATE (EX GST)	APPLIES TO
Mobile new number or porting fee	\$20.00	Per service
New SIM card	\$10.00	Per SIM, including replacement SIMs.
Mobile data pool set-up	\$15.00	Per data pool, charged once on creation. Covers mobile and mobile broadband pooling services.

Travel Packs

Travel Packs are one-off bolt-ons for use in eligible roaming destinations. Inclusions expire at the end of the validity period, whether used or not.

PACK	RRP	DATA	VOICE	SMS	VALIDITY
5GB Travel Pack	\$44.50	5GB	30 mins	30 SMS	7 days
10GB Travel Pack	\$70.00	10GB	60 mins	60 SMS	14 days
3GB Biz Travel	\$82.00	3GB	300 mins	300 SMS	3 days

Non-Standard Calls

SERVICE	FLAGFALL	PER MINUTE
Video calls (national)	\$0.3954	\$2.4509
Video calls (international)	\$0.6127	\$4.1359
National directory assistance	\$0.7660	—
Telstra Mobile Satellite	\$0.5568	\$1.6703
Optus MobileSat	\$0.5009	\$2.7572

Messaging and Data

SERVICE	UNIT	RATE (EX GST)
SMS GATEWAY		
Mobile number (dedicated SMS number)	Per number, per month	\$15.00
Incoming SMS	Per SMS	Included
Australia — outgoing SMS	Per SMS	\$0.05
New Zealand — outgoing SMS	Per SMS	\$0.15
MOBILE MESSAGING		
SMS (standard, national)	Per SMS	Included
SMS to 13/1300 and 18/1800	Per SMS	\$0.1079
SMS to international numbers	Per SMS	\$0.3836
MMS standard (national)	Per MMS	Included
MMS standard (international)	Per MMS	\$0.7660
MMS video (national)	Per MMS	\$0.4596
MMS video (international)	Per MMS	\$1.0723
Message2Text	Per message	Included
MOBILE DATA		
National data	Per MB	\$0.0230
2GB auto bolt-on	Per 2GB block	\$10.00

International Roaming

Roaming is charged by destination zone. Calls are charged per minute with no flagfall and data is charged per MB. The rates below apply where a Travel Pack is not active, or where its inclusions are exhausted.

ZONE	SMS (PER SMS)	CALLS (PER MIN)	DATA (PER MB)
Zone 1	\$0.7660	\$1.8382	\$1.1496
Zone 2	\$1.5318	\$3.0636	\$1.5318
Zone 3	\$1.5318	\$6.1272	\$3.0636
Zone 4	\$1.5318	\$7.6590	\$4.5954

Roaming MMS

Applicable to outgoing MMS only.

MMS TYPE	TO AUSTRALIA	INTERNATIONAL
Standard	\$0.2304	\$0.7660
Video	\$0.4596	\$1.0723

Roaming Destinations

Zone allocation and Travel Pack eligibility by destination. A tick indicates a roaming agreement is in place and the destination is eligible for Travel Pack bolt-ons. Destinations marked with a cross are charged at the applicable zone rates only.

COUNTRY	ZONE	BOLT-ON	COUNTRY	ZONE	BOLT-ON
Austria	Zone 1	✓	Singapore	Zone 1	✓
Belgium	Zone 1	✓	Slovak Republic	Zone 1	✓
Cambodia	Zone 1	✓	Slovenia	Zone 1	×
Canada	Zone 1	✓	Spain	Zone 1	✓
China	Zone 1	✓	Sri Lanka	Zone 1	✓
Croatia	Zone 1	✓	Sweden	Zone 1	✓
Czech Republic	Zone 1	✓	Switzerland	Zone 1	✓
Denmark	Zone 1	✓	Taiwan	Zone 1	✓
Estonia	Zone 1	✓	Thailand	Zone 1	✓
Fiji	Zone 1	✓	Tonga	Zone 1	×
Finland	Zone 1	✓	Turkey	Zone 1	✓
France	Zone 1	✓	United Kingdom	Zone 1	✓

COUNTRY	ZONE	BOLT-ON	COUNTRY	ZONE	BOLT-ON
Germany	Zone 1	✓	United States	Zone 1	✓
Greece	Zone 1	✓	Vanuatu	Zone 1	✓
Hong Kong	Zone 1	✓	Brazil	Zone 2	✓
Hungary	Zone 1	✓	East Timor	Zone 2	×
India*	Zone 1	✓	Egypt (Arab Republic)	Zone 2	✓
Indonesia	Zone 1	✓	Israel	Zone 2	✓
Ireland	Zone 1	✓	Malta	Zone 2	×
Italy	Zone 1	✓	Mexico	Zone 2	✓
Japan	Zone 1	✓	Qatar	Zone 2	✓
Latvia	Zone 1	✓	Saudi Arabia	Zone 2	×
Lithuania	Zone 1	✓	Solomon Islands	Zone 2	×
Luxembourg	Zone 1	✓	South Africa	Zone 2	✓
Macedonia	Zone 1	✓	United Arab Emirates	Zone 2	✓
Malaysia	Zone 1	✓	Bulgaria	Zone 3	✓
Netherlands	Zone 1	✓	Guernsey (UK)	Zone 3	×
New Zealand	Zone 1	✓	Isle of Man (UK)	Zone 3	×
Nigeria	Zone 1	×	Lebanon	Zone 3	×
Norway	Zone 1	✓	Romania	Zone 3	✓
Papua New Guinea	Zone 1	✓	Vietnam	Zone 3	✓
Philippines	Zone 1	✓	Bolivia	Zone 4	×
Poland	Zone 1	✓	Cook Islands	Zone 4	×
Portugal	Zone 1	✓	Kenya	Zone 4	×
Republic of Korea	Zone 1	✓	Kuwait	Zone 4	×
Russia	Zone 1	✓	New Caledonia	Zone 4	×
Samoa	Zone 1	×			

*India: coverage excludes the Bihar, Orissa, UP East and West Bengal regions.

International Direct Dial (IDD)

Calls from a FlexrUC mobile service to international destinations are charged **per minute with no flagfall**, at the RRP for the destination country listed below.

COUNTRY	RRP / MIN	COUNTRY	RRP / MIN	COUNTRY	RRP / MIN
Afghanistan	\$0.99	Gibraltar	\$0.73	Norway	\$0.39
Albania	\$1.19	Greece	\$0.59	Oman	\$0.89
Algeria	\$0.92	Greenland	\$2.63	Pakistan	\$0.83
American Samoa	\$2.55	Grenada	\$1.16	Palau	\$4.69
Andorra	\$0.65	Guadeloupe	\$1.45	Palestine	\$1.23
Angola	\$1.48	Guam	\$2.19	Panama	\$0.85
Anguilla	\$1.05	Guatemala	\$0.87	Papua New Guinea	\$2.23
Antarctica	\$5.48	Guinea	\$1.69	Paraguay	\$0.99
Antigua & Barbuda	\$0.96	Guinea-Bissau	\$1.95	Peru	\$0.79
Argentina	\$0.79	Guyana	\$1.19	Philippines	\$0.61
Armenia	\$0.99	Haiti	\$1.27	Poland	\$0.43
Australia	\$0.28	Honduras	\$1.03	Portugal	\$0.35
Austria	\$0.41	Hong Kong	\$0.44	Puerto Rico	\$1.07
Azerbaijan	\$1.09	Hungary	\$0.55	Qatar	\$0.75
Bahamas	\$0.95	Iceland	\$0.68	Reunion	\$1.75
Bahrain	\$0.95	India	\$0.51	Romania	\$0.59
Bangladesh	\$0.68	Indonesia	\$0.77	Russia	\$0.68
Barbados	\$1.07	Iran	\$1.49	Rwanda	\$1.65
Belarus	\$0.87	Iraq	\$1.83	Samoa	\$2.99
Belgium	\$0.33	Ireland	\$0.37	San Marino	\$0.95
Belize	\$1.08	Israel	\$0.56	Saudi Arabia	\$0.65
Benin	\$1.35	Italy	\$0.31	Senegal	\$1.48
Bermuda	\$0.81	Ivory Coast	\$1.40	Serbia	\$0.81
Bhutan	\$1.61	Jamaica	\$0.92	Seychelles	\$2.07
Bolivia	\$0.97	Japan	\$0.55	Sierra Leone	\$2.21
Bosnia Herzegovina	\$0.89	Jordan	\$1.05	Singapore	\$0.45
Botswana	\$1.29	Kazakhstan	\$1.11	Slovakia	\$0.55
Brazil	\$0.55	Kenya	\$1.24	Slovenia	\$0.63

COUNTRY	RRP / MIN	COUNTRY	RRP / MIN	COUNTRY	RRP / MIN
Brunei	\$0.75	Kiribati	\$4.95	Solomon Islands	\$3.88
Bulgaria	\$0.71	Kuwait	\$0.79	Somalia	\$1.59
Burkina Faso	\$1.51	Kyrgyzstan	\$1.43	South Africa	\$0.91
Burundi	\$1.79	Laos	\$1.01	South Korea	\$0.49
Cambodia	\$0.85	Latvia	\$0.64	Spain	\$0.29
Cameroon	\$1.25	Lebanon	\$0.93	Sri Lanka	\$0.83
Canada	\$0.32	Lesotho	\$1.76	St Helena	\$5.51
Cape Verde	\$1.41	Liberia	\$2.03	St Kitts & Nevis	\$1.27
Cayman Islands	\$1.01	Libya	\$1.63	St Lucia	\$1.11
Chad	\$1.81	Liechtenstein	\$0.57	St Vincent	\$1.04
Chile	\$0.63	Lithuania	\$0.49	Sudan	\$1.79
China	\$0.45	Luxembourg	\$0.41	Suriname	\$1.35
Christmas Island	\$2.81	Macau	\$0.69	Swaziland	\$1.61
Cocos Islands	\$2.95	Macedonia	\$0.75	Sweden	\$0.33
Colombia	\$0.86	Madagascar	\$2.09	Switzerland	\$0.37
Comoros	\$2.01	Malawi	\$1.91	Syria	\$2.01
Congo	\$1.56	Malaysia	\$0.55	Taiwan	\$0.51
Cook Islands	\$4.15	Maldives	\$2.41	Tajikistan	\$1.51
Costa Rica	\$0.83	Mali	\$1.93	Tanzania	\$1.43
Croatia	\$0.49	Malta	\$0.63	Thailand	\$0.64
Cuba	\$2.15	Marshall Islands	\$4.55	Togo	\$1.75
Cyprus	\$0.61	Martinique	\$1.59	Tonga	\$4.41
Czech Republic	\$0.39	Mauritania	\$2.11	Trinidad & Tobago	\$1.01
Denmark	\$0.35	Mauritius	\$1.31	Tunisia	\$1.09
Djibouti	\$2.27	Mayotte	\$2.68	Turkey	\$0.56
Dominica	\$1.11	Mexico	\$0.71	Turkmenistan	\$1.67
Dominican Republic	\$0.91	Micronesia	\$4.87	Turks & Caicos	\$1.83
East Timor	\$1.75	Moldova	\$0.97	Tuvalu	\$5.65
Ecuador	\$0.99	Monaco	\$0.80	UAE	\$0.68
Egypt	\$0.81	Mongolia	\$1.52	Uganda	\$1.55
El Salvador	\$0.95	Montenegro	\$0.88	UK	\$0.28

COUNTRY	RRP / MIN	COUNTRY	RRP / MIN	COUNTRY	RRP / MIN
Equatorial Guinea	\$2.28	Montserrat	\$1.71	UK (mobile)	\$0.58
Eritrea	\$1.88	Morocco	\$1.07	Ukraine	\$0.87
Estonia	\$0.51	Mozambique	\$1.81	Uruguay	\$0.83
Ethiopia	\$1.55	Myanmar	\$1.37	USA	\$0.23
Falkland Islands	\$4.28	Namibia	\$1.53	Uzbekistan	\$1.21
Faroe Islands	\$1.21	Nauru	\$5.21	Vanuatu	\$3.77
Fiji	\$1.07	Nepal	\$1.09	Vatican City	\$1.05
Finland	\$0.43	Netherlands	\$0.32	Venezuela	\$1.08
France	\$0.29	New Caledonia	\$3.35	Vietnam	\$0.55
French Guiana	\$1.39	New Zealand	\$0.47	Vietnam (mobile)	\$0.68
French Polynesia	\$3.21	Nicaragua	\$1.03	Virgin Islands (UK)	\$1.36
Gabon	\$1.67	Niger	\$1.97	Virgin Islands (US)	\$1.52
Gambia	\$2.05	Nigeria	\$1.13	Wallis & Futuna	\$4.59
Georgia	\$1.15	Niue	\$6.50	Yemen	\$1.87
Germany	\$0.30	Norfolk Island	\$3.47	Zambia	\$1.59
Ghana	\$1.04	North Korea	\$2.59	Zimbabwe	\$1.79

Notes

- Rates are reviewed periodically and may be updated without amending the underlying Product Terms and Service Schedules or Critical Information Summaries, which reference this Rate Card rather than restating figures.
- "Included" indicates the charge is covered by the standard monthly plan inclusions for the service. Fair use and acceptable use policies apply.
- Travel Pack inclusions are not transferable between services, and unused inclusions are not refunded or carried forward.
- Roaming availability depends on the destination carrier's network and is not guaranteed in all locations within a country.
- Data is charged in whole megabytes, rounded up per session.
- For current rates, contact FlexrUC on 1300 266 439 or support@flexruc.com.au.

Complaint Handling

If you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at support@flexruc.com.au and request to escalate. If you are not satisfied with our resolution, you can lodge a complaint with the

Telecommunications Industry Ombudsman (TIO). This service is free and independent. Contact the TIO by visiting <https://www.tio.com.au> or by calling 1800 062 058.

Compliance

Customers must comply with all applicable laws and regulations, including those relating to telecommunications, privacy, spam and unsolicited electronic messaging, and call recording.

FlexrUC is not responsible for ensuring customer compliance with such obligations.

Accessibility

All documentation and support are available in alternative or accessible formats. Please contact the FlexrUC team on support@flexruc.com.au or 1300 266 439 for further information.

Document language: English (AU).

Compliance statement: This document is intended to meet Standard Service Terms requirements under the Telecommunications Consumer Protections Code, as registered with the Australian Communications and Media Authority (ACMA).