

## Critical Information Summary

### Information about the Service

**Mobile Plan Description** – Our Mobile Phone Service is a post-paid mobile phone service that allows you to get awesome savings.

**Included features** - It will allow you to make and receive calls, send and receive SMS and MMS, access Data in Australia and make International calls. You can activate an International Roaming Pack when you're travelling overseas.

**Is this a Bundle Service?** -This is service is not bundled with other services.

#### Plans

**Availability & System Requirements** – Coverage extends across the majority of Australia. You can determine your availability using our service qualification tool at [www.esc.net.au/go/coverage](http://www.esc.net.au/go/coverage)

**Equipment needs** - You need an approved compatible handset to use this service. We do not sell mobile handsets.

**Minimum Monthly Charge** – See table below for Monthly Charges for each plan.

The following table list the prices for the various usage types within Australia and International Roaming pack:

Plan	1GB	5GB	10GB	20GB	40GB
<b>Monthly Charge</b>	<b>\$15</b>	<b>\$30</b>	<b>\$40</b>	<b>\$50</b>	<b>\$70</b>
Monthly Data Allowance	1GB	5GB	10GB	20GB	40GB
Standard calls to fixed lines & mobiles numbers Standard SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Excess data usage in Australia	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB	\$11.00 for 1GB
International Voice Call	See price list	See price list	120 minutes included to 65 countries*	120 minutes included to 65 countries*	120 minutes included to 65 countries*
International Roaming Pack (automatically activated)	\$12 International calls and text to 57 countries** 200MB data	\$12 International calls and text to 57 countries** 200MB data	\$12 International calls and text to 57 countries** 200MB data	\$12 International calls and text to 57 countries** 200MB data	\$12 International calls and text to 57 countries** 200MB data per 24 hours#
Sim Card	\$10	\$10	\$10	\$10	\$10

\*International Countries included listed on International Calling List. Call costs after 120 minutes vary, see International Price list.

\*\*Countries Included listed on International Roaming Pack Inclusion List. #If you use your phone again after this 24-hour period is up, then a new 24-hour pack will be triggered.

Cost of a 2-minute national mobile call is included in your plan

Cost of a national SMS is included in your plan

Cost of 1 KB of data in Australia is included in your plan.

**Minimum Term** - The minimum term for our mobile plan is one month.

This is a summary only - our standard customer terms available at [www.esc.net.au/terms](http://www.esc.net.au/terms)

Information current as at 30/07/2021. Additional information available at [www.esc.net.au/mobileplans/](http://www.esc.net.au/mobileplans/)

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### Pricing Information

**Upfront Fees** -This service has no upfront fees

**Exit Fee** – -There is no exit fee for this service. We require 30 days’ notice of intent to cancel this service. If you don’t inform us of your cancellation before the end of the month, you will be charged for another month’s service. If you cancel your service, we won’t refund any fees that you’ve already paid to us. There are no pro-rata service credits or refunds for any unused period upon cancellation. All unpaid charges will be direct via your nominated AutoPay method on the date your service has been cancelled or shortly thereafter.

**Plan Changes** -You can schedule a change to your plan at the commencement of your next billing period, without charge. You will need to pay the difference between your current plan and your new plan. If you are downgrading your plan, we do not offer a pro rata refund or credit.

**Data Usage** - Data is measured per session and counted in kilobytes and includes both uploads and downloads. After you have used your data allowance any excess data will cost \$11.00 per gigabyte (GB). By default, 1GB extra data is automatically added to the service when you reach your data allowance. This occurs up to 5 times (5 x 1GB). On request, data can be barred once you reach your limit, we can add a 1GB data block manually. If you exceed your monthly data allowance, your service will be billed excess data.

**Plan Exclusions and Limitations** – Non-standard calls and SMS/MMS (such as call forwarding, directory assistance, time and weather services, Telstra and Optus satellite numbers, video MMS) will be charged at PAYG rates. Calls to Sensis numbers 1234, 12455 and 12456 are not supported.

### Other Information

**Checking your data usage** - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at [www.esc.net.au/go/myaccount](http://www.esc.net.au/go/myaccount)

**International Roaming Pack costs**- Your minimum monthly charge does not apply to using your mobile overseas. The International Roaming Pack charge is \$12 per 24-hour pack which includes calls and text to 57 countries\*\* and 200MB data per 24 hours#. Your usage alerts may also take longer to update. See our website for information on international roaming, data and call rates.

**Payment Processing Fee** - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

**Network Coverage** – This service uses parts of Telstra’s network and provides a combined 4G and 3G coverage footprint of more than 98.8% and a 4G coverage footprint of 96.5% of the Australian population covering 1.62 million square kilometres. Coverage maps are available at: <https://mobilemaps.net.au/maps/api/embed/4G>

**Customer Service** - You can call us on 1300 135 235 and we can assist you with account balances, usage updates, payments, general support and many other queries.

**Customer Dispute Resolution** - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at [www.esc.net.au/go/feedback](http://www.esc.net.au/go/feedback); In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058.