

## Critical Information Summary for your SIM Only Mobile Phone Service

### Information about the Service

#### SERVICE DESCRIPTION

This mobile phone service is a “SIM-Only” service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1-month minimum term.

#### HARDWARE REQUIREMENT

You will require an unlocked mobile phone to use this service. Our service is SIM only and does not include a mobile phone.

#### KEY DETAILS

What’s Included?

- All calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia
- Voicemails
- Calls to 13,1300 and 1800 numbers.
- Call forwarding (not available on 1gb,3gb & 5gb plans)
- An amount of mobile data in line with the plan inclusion – please see below.

### Information about pricing

#### MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

Plan	Cost / mth	Cost / Gb	International Included
1GB	\$9.90	\$9.90	NO
3GB	\$14.90	\$4.96	NO
5GB	\$19.90	\$3.98	NO
15GB	\$29.90	\$1.99	YES*
30GB	\$39.90	\$1.33	YES*
60GB	\$54.90	\$0.91	YES*
100GB	\$69.90	\$0.69	YES*

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

\* International Includes unlimited calls to landlines and mobiles in 15 countries. These include: China, Hong Kong, Singapore, Malaysia, UK, Germany, India, New Zealand, South Korea, Vietnam, Greece, Ireland, Indonesia, Greece, Thailand and USA.

International destinations outside of these 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: <https://www.tangerinetelecom.com.au/mobile/>

### Excess Data Usage

Excess data top ups will automatically be added to a service at a cost of \$10/GB. A maximum of 5 x 1GB data top ups can be added to a service in a calendar month.

### Other Information

#### USAGE INFORMATION

You can monitor your usage at <https://www.tangerinetelecom.com.au> > My Account or by calling us on 1800 211 112. You can check your remaining data balance at any time for free by calling \*159#

#### INTERNATIONAL ROAMING TRAVEL PACK

Our plans can be used while overseas. A 24 hour International Roaming Travel Pack will automatically activate when you turn on your phone overseas. This is valid for 24 hours from the time of activation. **Each 24-hour pack will cost \$15 per day.**

The Travel Pack includes unlimited standard calls within your overseas country and calls back to Australia landlines and mobiles. It also includes 200Mb of data per day.

Travel packs are only applicable for use in the following countries: Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, China, Croatia, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey (UK), Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man (UK), Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Samoa, Singapore, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UK, USA, Vanuatu, Vietnam.

International Roaming outside of these countries is extremely expensive and we recommend using a local SIM or not enabling your phone for mobile usage outside of these countries. An SMS will be sent to you detailing call costs if your destination country is not included in the applicable Travel Pack destinations listed above. There is no charge to receive this information SMS.

#### COVERAGE

Tangerine Telecom acts as a reseller and uses parts of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited. See coverage maps in the mobile section of our website for full information: <https://www.tangerinetelecom.com.au/mobile/>

## SERVICE DETAILS

This mobile plan uses parts of the Telstra 3G and 4G mobile network. Tangerine Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

## 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.

## WE ARE HERE TO HELP

If you have any questions, just call us on 1800 211 112 so we can serve you better. Or you can visit us at [www.tangerinetelecom.com.au](http://www.tangerinetelecom.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.tangerinetelecom.com.au/policies](http://www.tangerinetelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

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

## SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://www.tangerinetelecom.com.au> > My Account