

## Critical Information Summary for your 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
- 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 / Month	Cost / Gb
3GB	\$29.90	\$9.96
6GB	\$39.90	\$6.65
9GB	\$49.90	\$5.54
15GB	\$59.90	\$3.99

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

Excess data top ups will automatically 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.

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: <https://www.tangerinetelecom.com.au/mobile/>

#### INTERNATIONAL CALL ADD-ON

For an additional fee of \$5/mth you can include 120 minutes of calls to the following destinations: Argentina, Bangladesh, Bangladesh (mobile), Brazil, Canada, China, China (mobile), Czech Republic, Denmark, Denmark (mobile), France, Germany, Germany (mobile), Greece, Hong Kong, Hong Kong (mobile), India, India (mobile), Indonesia, Indonesia (mobile), Ireland, Ireland (mobile), Israel, Israel (mobile), Italy, Italy (mobile), Japan, Malaysia, Malaysia (mobile), Malta, Malta (mobile), Mexico, Netherlands, Netherlands (mobile), New Zealand, New Zealand (mobile), Nigeria, Norway, Pakistan, Pakistan (mobile), Peru, Philippines, Philippines (mobile), Poland, Portugal, Singapore, Singapore (mobile), South Africa, South Africa (mobile), South Korea, South Korea (mobile), Spain, Spain (mobile), Sweden, Sweden (mobile), Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United Kingdom (mobile), USA, Venezuela, Vietnam, Vietnam (mobile).

#### 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

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them.

#### 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

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2018.