



## Critical Information Summary

### Voice Data Plans and Data Only Plans

The Complete Mobile plan includes a Mobile SIM Plan plus Fleet Support Services plus Fleet Management Services and uses the Vodafone Mobile 4G Network. You Bring Your Own mobile device or tablet. All prices include GST.

#### Voice Data SIM Plan

The Voice Data SIM Plan provides customers the ability to make and receive national and international voice calls, send and receive messages using text (SMS) and multi-media messages (MMS) and to access data services including browsing the internet.

Plan (inc GST)	CVO1	CVO2
Minimum Monthly Charge	\$33.00	\$55.00
Standard National SMS & MMS	Included	Included
Standard National Calls	Included	Included
Included Data	1GB	5GB
Excess Data per GB (Aust only)	\$10.00	\$10.00
Data Pooling	Yes	Yes

**Included Calls to Other Mobiles & National** are Standard National voice calls (fixed line and mobiles), National calls to 13xx and 18xx numbers (free), Voicemail deposits and retrievals. All other calls are Pay as You Go (PAYG) including International calls and SMS, Diversion to another number, Directory services, Premium 19xx calls, Premium SMS and services (e.g. SMS voting, competitions, 1900 numbers) and International Roaming. Details on our PAYG rates are available at [www.tel.net.au/support](http://www.tel.net.au/support).

#### Data Only SIM Plan

The Data Only SIM Plan provides customers the ability to send and receive messages using text (SMS) and multi-media messages (MMS) and to access data services including browsing the internet.

Plan (inc GST)	CDO1	CDO2
Minimum Monthly Charge	\$33.00	\$55.00
Standard National SMS & MMS	N/A	N/A
Standard National Calls	N/A	N/A
Included Data	3GB	8GB
Excess Data per GB (Aust only)	\$10.00	\$10.00
Data Pooling	Yes	Yes

#### Minimum Term

The Minimum Term for the COMPLETE Mobile service is 24 Months and applies to all services within the Mobile Fleet.

#### Minimum Number of Services

The Minimum Number of Services is 25 or 80% of your initial Fleet Size, whichever is the larger (Agreed Minimum Number of Services). The actual Fleet size may drop below the Agreed Minimum Number of Services but is subject to a minimum monthly fee which is the Agreed Minimum Number of Services x Minimum Plan Fee per month.

#### Mobile Fleet Management Services

Complete Mobile also includes both Fleet Support Services and Fleet Management Services:

##### Fleet Support Services

- Transition in Services
- Adds/Move/Changes
- Temporary Suspension
- Transfer of Ownership
- SIM Activation/Reburn
- PIN/PUK Code Assistance
- Features/Barring/International Roaming
- Pre-Staging Services

##### Fleet Management Services

- Asset Management
- Hot Swaps (via DeviceEasy)
- SLA Reporting
- Repairs (Warranty and Out of Warranty)
- Device Wipe (Certificate)
- Online Ordering Portal/Catalogue
- Ordering Workflow & Approvals
- MDM Lite Platform/Policy Create & Manage

## Hot Swap Service

Any approved device rented through Teldotnet's DeviceEasy Program that goes faulty, is 'hot swapped' with a replacement device directly to the End User is dispatched within one business day of being informed of a device failure during the duration of the rental contract. Hot Swap Service is available 9am till 5pm Mon/Fri (excluding Public Holidays) and next business day delivery (excludes delivery on Weekends or Public Holidays). Faulty Devices must be returned within 7 days of Hot Swap else additional monthly fee charged until device returned.

## Coverage Maps

Information on the Mobile coverage throughout Australia can be found at [www.tel.net.au/support](http://www.tel.net.au/support).

## Support Services

Teldotnet provides support services during business hours Monday to Friday (excluding Public Holidays) 9am to 5pm, our online service desk is able to take your email request via [support@tel.net.au](mailto:support@tel.net.au) at any time.

## Fair Use Policy (FUP)

Our Fair Use Policy applies to this plan. You may not use your service in an unreasonable or unacceptable manner including detrimentally interfering with the integrity of the network. We may suspend or cancel your service if you breach our Fair Use Policy. More information on our Fair Use Policy is available at [www.tel.net.au/support](http://www.tel.net.au/support).

## Data Pooling

These plans share data within Australia. All services share data on the same billing account, the included monthly data allowance will combine into one Data Pool, which will be shared by all the services. If you use more than your included Data Pool Allowance Excess Data fees apply. Unused data expires at the end of each billing month. No Single Service is allowed to consume more than 5 x its nominated pool value (eg 10GB can consume maximum of 50GB).

## Excess Data

If you consume more than the monthly allowed data in your data pool, additional Excess Data charges apply and an automatic \$10/1GB top up applies. If you use more than twice your total pool allowance on a single billing account in any single month, we may continue to charge you excess data at the rate listed above or restrict your access to data usage until next billing period.

## Early Termination Charge

You may terminate your account at any time (Early Termination). The Termination fees are calculated as Agreed Minimum Number of Services x Minimum Plan Fee x Number of Months remaining on the 24 month term Contract.

## International Roaming

### INTERNATIONAL ROAMING IS NOT AVAILABLE ON COMPLETE MOBILE SERVICES

International Roaming Warning	Premium Services Warning
International Roaming (IR) is very expensive for all types of calls, messaging and data. If concerned about the cost of IR, you should not enable this service and should enquire about a local service in the country you are travelling. Customers who use IR should be very careful about data roaming costs. Unless required, you should ensure data roaming is not enabled on your handset or device. IR call charges may take longer to appear on your account, monitor your usage to avoid high bills.	Premium Services by their nature are expensive. You should carefully read the terms and conditions of any Premium Services you use, in particular the terms and conditions of any subscription based Premium SMS Services. You can stop specific Premium SMS Services by sending a SMS reply with the word "STOP". You can bar access to all Premium Services at any time by contacting the Tel.Net Support Desk.

## Other Information

You can contact us by calling our Support Desk at 1300 121 263 or by emailing us at [support@tel.net.au](mailto:support@tel.net.au), or by writing to us at Tel.Net, Level 7, 54 Miller Street, North Sydney, 2060.

This Critical Information Summary has been prepared by TeldotNet Pty Ltd in accordance with the requirements of Chapter 4 of C628:2012 Telecommunications Consumer Protection Code. This is a summary only. The full legal terms for this plan are available in our Standard Form of Agreement at [www.tel.net.au/support](http://www.tel.net.au/support)

Our complaint handling procedures are located on our website at [www.tel.net.au/support](http://www.tel.net.au/support). If you are not satisfied with how your complaint has been addressed by Tel.Net, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.