Critical Information Summary

Voice Data Plans and Data Only Plans

The EASY Mobile plan includes a Mobile SIM Plan and uses the Vodafone 4G Network. You Bing Your Own mobile phone 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), multi-media messages (MMS) and to access data services (including browsing the internet).

Plans (inc GST)	EV01	EVO2	EV03	EV04	EV05
Minimum Monthly Charge	$7.99	$9.99	$12.99	$24.99	$39.99
Calls to Tel.Net Mobiles	Included	Included	Included	Included	Included
Calls to Other Mobiles & National	10c per min	10c per min	Included	Included	Included
Standard National SMS	10c per SMS	10c per SMS	Included	Included	Included
Included Data	100MB	1GB	1GB	3GB	8GB
Excess Data per GB (Aust only)	$10.00	$10.00	$10.00	$10.00	$10.00
Data Pooling	No	No	No	No	No

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.

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.

Plans (inc GST)	EDO1	EDO2	EDO3	EDO4	EDO5
Minimum Monthly Charge	$7.99	$9.99	$12.99	$24.99	$39.99
Standard National SMS & MMS	N/A	N/A	N/A	N/A	N/A
Standard National Calls	N/A	N/A	N/A	N/A	N/A
Included Data	100MB	1GB	2GB	5GB	10GB
Excess Data per GB (Aust only)	$10.00	$10.00	$10.00	$10.00	$10.00
Data Pooling	No	No	No	No	No

Minimum Term

The Minimum Term for the EASY Mobile service is 1 Month. The minimum Monthly Charge is 1 Month (no pro rata for durations of less than 1 month).

Minimum Number of Services

Not applicable.

Coverage Maps

Information on the Mobile coverage throughout Australia can be found at 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 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.

Data Pooling

Not applicable for EASY Mobile Services.

Excess Data

If you consume more than the monthly allowed data in your Plan additional Excess Data charges will apply and an automatic $10/1GB top up will be added to your account. If you consume the 1GB data top up, another $10/1GB data top up is automatically applied and continues unless you advise us otherwise. If you use more than 50GB on a single service we may continue to charge you at the same rates or restrict your data until next billing period. Unused data expires at the end of each billing month.

Early Termination Charge

Not applicable

International Roaming

Rates may change frequently due to international exchange rates and what carriers are charged by overseas providers. We'll try to keep you informed of current rates via our website. We, nor our upstream providers make no guarantee regarding the quality and availability of coverage or any roaming services. Roaming is not available in all destinations or in all areas of those countries. The destinations where roaming is available may vary from time to time. We cannot guarantee coverage throughout any particular country where roaming is available. Refer to **www.tel.net.au/support** for current rates.

INTERNATIONAL ROAMING IS NOT AVAILABLE ON EASY 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, 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**

Our complaint handling procedures are located on our website at 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, by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.