



Telecom West

Our #1 priority is you!

Additional Features Sheet

Add-ons

DATA BOLT-ONS

Information about bolt-ons

Here's a quick summary of the important bits about your data **Bolt-ons**. It covers details of the options you have, how it works, and how much it costs.

There are two types of bolt-ons: One-off and Recurring.

One-off bolt-ons

Domestic

One-off bolt-ons available on 4G / 5G Mobile are perfect to cover that extra data you were not expecting to use. It is charged at the moment of addition and gives you 2GB of data to use in Australia.

Bolt-on	Amount of data	Cost
2GB One-off bolt-on	2GB	\$10

The 2GB One-off bolt-on will start to be consumed once your plan's data allowance is exhausted, and it can help you avoiding the costlier excess usage charges. Once the bolt-on is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month) and will neither be renewed or recharged automatically once exhausted, or in the following month. You can add this bolt-on as many times as you like.

2GB One-off bolt-on is available on all 4G/5G Mobile plans.

International Roaming

International Roaming One-off bolt-on packs available on 4G/5G Mobile are perfect to get you more affordable data when you are roaming internationally. It is charged at the moment of addition and immediately gives you data and voice/sms to be used in other countries.

Below are the three International Roaming packs to choose from:

Pack	Call Inclusion	SMS Inclusion	Valid	Amount of data	Cost
5 GB	30	30	7 days	5GB	\$35
10 GB	60 mins	60	14 days	10GB	\$55
3 GB	300 mins	300	3 days	3GB	\$60

Roaming Bolt-on packs will start to be consumed as soon as you arrive overseas and start data to use data through the mobile network. International Roaming Packs are activated via SMS to 179. A welcome message will be sent when user arrives at an eligible destination.

Each pack is valid for (5GB - 7days, 10GB - 14days, 3GB - 3days) from the date of activation (Australian Eastern Standard Time) and will not be renewed or recharged automatically once exhausted or in the following month. You can add these bolt-on packs as many times as you like.

Note: International Roaming bolt-on packs are subject to availability in the country you are visiting. For more info please see International Roaming Sheet.

Recurring bolt-ons

Recurring bolt-ons available on 4G/5G Mobile are perfect to cover that extra data you are expecting to use every month. It gives you 5GB of data every month to use in Australia.

Bolt-on	Amount of data	Cost
5GB Recurring bolt-on	5GB	\$35

5GB Auto bolt-on

Once you sign up for the 5GB Auto bolt-on, it will become automatically available to your plan only when your plan's data allowance or any other active bolt-ons are exhausted. If you do not exhaust your plan's data allowance, there will be no charge.

Once the data block is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month), and will be automatically renewed. You can cancel this bolt-on at any time, but any unused data will be forfeited.

Notifications

You will receive notifications via SMS (Mobile Voice plans) or email (Mobile Broadband plans) reflecting the consumption of your active bolt-ons.

If you have more than one Domestic bolt-on active in your plan, they will be consumed in the following order until excess usage is reached:

If you are overseas, you can dial *159# or #100# to receive a balance summary.

Note: Please note that international mobile networks are managed by third parties, so it may not fully interoperate with Australia's network at all times.

Domestic bolt-ons consumption order

- 1 Plan's data allowance
- 2 5GB Recurring bolt-on
- 3 1GB One-off bolt-on
- 4 1GB Auto bolt-on
- 5 Excess usage

If you have more than one Roaming bolt-on active in your plan, they will be consumed in order of activation.

Note: There are no 50% and 85% usage notifications for 1GB Auto bolt-on blocks. Notifications will be sent when you transit to the 1GB Auto bolt-on block, as well as when blocks are 100% exhausted.

Balance Check (USSD)

To check the usage of you plan allowance, excess charges and bolt-ons usage while you are in Australia simply dial *159# and you will receive a balance summary.

Voicemail

To access your voicemail box simply call 141 from your mobile device and follow the audio instructions to set up your greeting and other configurations. Voicemail feature is free of charge, but calling 141 may be deducted from your monthly included value.

You will receive an SMS every time a new voicemail is left in your voicemail box.

Message2Text

Message2Text is a feature free of charge that, once active, will convert received voicemails to text, which will be delivered to you via SMS.

This feature cannot be used in conjunction with standard voicemail. You will need to contact us if you want to activate Message2Text.

Other information

If you have any questions, we encourage you to contact your agent:

Telecom West

mobile@telecomwest.com.au

1300 739 331

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: tio.com.au/about-us/contact-us

Visit www.telecomwest.com.au to find more information about call and data usage.