

# CRITICAL INFORMATION SUMMARY

## Telstra 4G & 5G Mobile

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

#### MINIMUM TERM

These plans are available on **1 month** terms.

### WHAT'S INCLUDED AND EXCLUDED

**Unlimited national call and text value** - with your monthly plan allowance, you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

**4G & 5G Network Access** - all plans are accessible over 4G, with some plans as listed in the table below also including access to the 5G network (capped speeds apply).

### INFORMATION ABOUT PRICING

#### PRICING

All pricing in this document includes GST.

Excess Usage charges apply if you make calls or send SMS/MMS to any non-included numbers. Further charges will also apply when roaming overseas.

Excess usage charges will apply if you exceed your monthly data inclusion and exhaust your banked allowance. The first 10GB of excess usage will be charged at a rate of **\$10 per 2GB block** (\$5.00 per GB). Any further use is then charged at a rate of **\$0.03/MB(\$30.72/GB)**, calculated per KB of usage.

Opt-in to Zero Bill Shock to block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill.

#### EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

#### USING YOUR SERVICE OVERSEAS

Your monthly included call and data values do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Day Packs are available to be used overseas in some destinations. Roaming is not available in all the countries. Please refer to add-ons sheet for further information.

#### AVAILABILITY

The service will also only work in areas with sufficient 4G mobile data coverage. Some plans are also able to utilise 5G mobile networks, as indicated in the table below (capped speeds apply).

To access 5G, you will need a 5G enabled plan, a 5G compatible device, and to be in the Telstra Wholesale 5G coverage area. See "Coverage" for further info.

**Unlimited international call and text value** - some plans as listed in the table below include unlimited calls and texts to international landlines and mobiles in 15 countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value cannot be used while roaming overseas.

**Data Bank** - retain up to 500GB (10GB & 15GB plans), or 1000GB (29GB plans and higher) of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused data at the end of the month which would exceed the maximum allowed balance of 500GB or 1000GB is forfeited.

Downgrading to a smaller plan, changing to a plan which does not support Data Banking, cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

Plan	Minimum Monthly Fee	International Calls & Text	Network Access
10GB <small>Cost per GB: \$3.00</small>	\$30.00 <small>Min. cost over term (Mths): 1: \$30</small>	Not Included	<b>4G/4GX</b> <small>Download/upload speeds are capped at 100Mbps*.</small>
15GB <small>Cost per GB: \$2.33</small>	\$35.00 <small>Min. cost over term (Mths): 1: \$35</small>		<b>4G/4GX</b> <small>Download/upload speeds are capped at 100Mbps*.</small>
29GB <small>Cost per GB: \$1.38</small>	\$40.00 <small>Min. cost over term (Mths): 1: \$40</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 150Mbps*.</small>
40GB <small>Cost per GB: \$1.13</small>	\$45.00 <small>Min. cost over term (Mths): 1: \$45</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 150Mbps*.</small>
65GB <small>Cost per GB: \$0.85</small>	\$55.00 <small>Min. cost over term (Mths): 1: \$55</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 150Mbps*.</small>
100GB <small>Cost per GB: \$0.65</small>	\$65.00 <small>Min. cost over term (Mths): 1: \$65</small>	Unlimited to 15 Countries	<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 150Mbps*.</small>
120GB <small>Cost per GB: \$0.58</small>	\$70.00 <small>Min. cost over term (Mths): 1: \$70</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 250Mbps*.</small>
150GB <small>Cost per GB: \$0.53</small>	\$80.00 <small>Min. cost over term (Mths): 1: \$80</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 250Mbps*.</small>
180GB <small>Cost per GB: \$0.50</small>	\$90.00 <small>Min. cost over term (Mths): 1: \$90</small>		<b>4G/4GX, 5G</b> <small>Download/upload speeds are capped at 250Mbps*.</small>

\*Download and upload speeds for each plan are capped at 100Mbps, 150Mbps, or 250Mbps as indicated in the table above. This is the maximum potential download/upload speed. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

## INFORMATION ABOUT PRICING

### ADDITIONAL FEATURES

Additional Data Bolt-Ons are available for Domestic data use. Any data top-ups or bolt-ons added to a service that are unused at the end of a billing cycle may be banked as standard. Please refer to the Additional Features Sheet for more information.

## OTHER INFORMATION

### USAGE INFORMATION

The service must not be used to generate mobile terminating access or SMS messaging terminating access payments (for example, by using SIM boxing), to transmit, refile or aggregate domestic or international traffic on the network, as a call collection service and/or for the call redirection to call centres, call sinks or mass termination services, in such a way that use of the service is automatically generated by a device controlled by software and/or hardware, or with devices that switch or reroute calls to or from Telstra's network or any third party without Telstra's consent. Any such usage will result in suspension of your service.

Telecomwest's Fair Use and Acceptable Use Policies apply which can be found on our website.

You can monitor your monthly usage using our online portal.

### EQUIPMENT

You will need to supply your own 4G LTE or 5G NR enabled phone or other mobile device to use these plans. Devices used with a 5G plan that are not capable of 5G will only receive 4G service coverage.

### SERVICE SPEEDS

Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

### COVERAGE

Telair's mobile product provides a mobile coverage footprint of 98.7% of the Australian population, covering more than 1.6 million square kilometres.

Check online for to see the coverage types available in your area:  
<https://www.telstrawholesale.com.au/mobile-network.html>

### PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

### BILLING

Your monthly charges and inclusions are metered and billed from the 28th to the 27th of each month. Plan changes made before the 27th are not eligible for pro-rata discounts and will be charged in full for the current month.

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. Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

### WE'RE HERE TO HELP

If you have any questions, just call us on 1300 739 331 so we can serve you better or you can visit us at [www.telecomwest.com.au](http://www.telecomwest.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 [telecomwest.com.au](http://telecomwest.com.au). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).