

SIM ONLY

Information about the service

This is Post-Paid SIM only mobile phone plan utilising the Optus Wholesale Network with 4G service available in selected areas. This service allows you to make and receive voice calls, send and receive messages (SMS & MMS) and access mobile data services via a mobile telecommunications service.

Coverage

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage, go to the mobile plans page on our website. Outside 4G coverage areas compatible handsets will switch to the Optus 3G network. Importantly if you have a compatible handset and you are in a 4G coverage area you will download data at significantly faster rates.

Information about pricing

Monthly charges

	4G Plus Network	4G Plus Network	4G Plus Network	4G Plus Network	3G Network
Monthly Charges	\$20.00	\$30.00	\$40.00	\$70.00	\$100.00
Total Min.Cost (No Lock-in contract)	\$30.00	\$40.00	\$50.00	\$80.00	\$110.00
Voice To standard Australian Numbers	300 Minutes	Unlimited	Unlimited	Unlimited	Unlimited
Text (SMS/MMS) To standard Australian Numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data For use with Australia	1.5GB	2.5GB	5GB	10GB	90GB
International Calls Allowance	Pay as you go	\$50 call Credit	\$300 Call Credit	\$500 Call Credit	Pay as you go
SIM Activation Fee	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00

Minimum total cost

- Month to month – The minimum total cost for the SIM only Mobile plan is equal to the cost of your plan, plus a SIM Activation fee of \$10. For Example, if you select the \$20 plan, the minimum total cost would be equal to \$20 + \$10 (SIM) = \$30.00.

What's included and Excluded?

All allowances are for usage within Australia. Your included value can be used to make calls to mobiles and fixed line numbers, call 13/1300 call diversions and to check your voicemail. Calls to 1800 numbers are free of charge. Your included SMS/MMS allowance can be used to send SMS and MMS messages. \$30, \$40, and \$70 plans include an allowance for International calls. Your included data allowance can be used to access the internet and to send and receive emails from your mobile handset. Data usage will be counted in kilobytes, where 1000KB=1MB and 1GB = 1000MB. Unused allowances do not carry over to the following month.

All monthly allowances exclude usage charges while you are overseas. If you use any of the following services additional charges will apply: Calls to satellite services, value added services, operator assisted/ directory assistance or Sensis® calls, Video calling, premium content calls (e.g. to 19 numbers) premium SMS/MMS, international roaming calls and paging services. \$20 and \$100 plan do not include any international calls.

Excess Data

Any excess data usage above your monthly inclusion will automatically be charged at \$15 per GB (or part of a GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

Early Termination Charges

Month to month plans can be cancelled at any time by providing us with 30 days' notice.

STANDARD CALL, SMS AND DATA CHARGES

Call	A 2-minute standard call will cost you \$1.98 (99c per minute no flag fall. Calls are charged in 60 second increments)
SMS	Free of Charge
Excess Data	Excess National Data per 1MB (charged per GB Block) \$0.015

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 150 calls.

Using Your Service Overseas

You cannot use your included Voice call minutes, SMS/MMS allowance and mobile data allowance if you are overseas. If you want to use your Fibre2air SIM only phone plan when overseas you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off in the My Account user facilities. You will be charged at our roaming rates which are significantly higher than your normal mobile voice calls, message sent & received and data usage (note, roaming is only available for certain countries). To avoid surprises, see <http://www.fibre2air.com.au/international-roaming> for information on roaming call, message and data rates or call our Sales Team if you are unsure.

Other Information

Usage Information

To check your current usage levels. login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. 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.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

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 online at tio.com.au/about-us/contact-us