

Critical Information Summary – Mobile Phones

Information about the service

What is the service?

A 'SIM-only' mobile phone service provided by Noosa Telecom designed to be used with existing mobile phones.

Where is it available?

Noosa Telecom's mobile service provides a 4G coverage area of 97% and a combined 4G and 3G coverage area of more than 98.8%. The population is covered 1.62 million square kilometers, with a 4G coverage footprint of 97 percent and a combined 4G and 3G coverage footprint of more than 98.8 percent.

What do I need to access the service?

You'll need a phone that can access the 4G network and is unlocked. You may either obtain a new phone number with this service or port an existing number from another provider.

Minimum term of the service

This service has a one-month minimum term - it's a month-to-month contract with no cancellation fees. If you want to upgrade your plan, the switch will be delayed to your next monthly anniversary date.

What is included?

All calls, SMSes, and MMS (multimedia messages) to mobile or fixed phones within Australia, voicemail, and calls to 13, 1300, and 1800 numbers are included. Other features are also available depending on your chosen plan.

Do I have to bundle anything with the service?

No, you do not have to include anything with this service.

Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse Noosa Telecom staff.
- You breach our Noosa Telecom terms and conditions and/or fair use policy.

When you exceed your data limit in Australia, your phone's data usage will be disabled.

Information about pricing

Service to be provided:	“SIM-only” service for use with existing mobile phones.
Minimum monthly charge:	\$15 - \$69 (plus PAYG charges)
Maximum monthly charge:	\$15 - \$69 (plus PAYG charges)
Early termination max charge:	\$0.00
Minimum term applicable:	1 Month

Monthly charges

Data Included	Plan cost per month	Cost per GB of data
1GB	\$15	\$15
2GB	\$19	\$9.50
10GB	\$29	\$2.90
15GB	\$39	\$2.60
30GB	\$49	\$1.63
60GB	\$69	\$1.15

Inclusions: All plans include all national calls and texts, 10GB, 15GB, 30GB & 60GB also include Basic IDD*. * Basic IDD includes national call diversions and unlimited IDD calls and SMS to 15 countries (China, Hong Kong, Malaysia, Singapore, UK, Germany, India, NZ, South Korea, USA, Vietnam, Greece, Ireland, Indonesia and Thailand).

Set-up fee

This service does not have a set-up fee.

Equipment fees

To make this service work, you'll need a Noosa Telecom SIM card. Your first SIM card for any service is free and will be sent to you for free (see below for replacement SIM card costs).

Exit fees

This service does not have any exit fees.

Potential other costs

- You can top-up your data (not for international use) at \$10 per GB (maximum 5 per monthly billing period). This runs out at the end of your contract month.
- If you need a replacement SIM, these cost \$15 including postage.
- Other items that attract PAYG charges (more information available from our call centre) include:
 - Call forwarding
 - International calls, SMS and MMS including video MMS other than those covered by the basic IDD pack if applicable to your plan
 - International roaming (see costs and information below)
 - Dial IT services (time and weather)
 - International directory assistance (1225)
 - National directory assistance (1223)
 - Video calls – national and international
 - Calls to mobile satellite phones
 - SMS to Apple for new iPhone message set up

Other Information

International roaming

Roaming is disabled by default, but it can be enabled by contacting us. It will automatically activate when travelling to 67 countries (even if your phone is set to airplane mode).

Customer Service

We have a staff of Australian professionals who can assist you with any technical support, account, or sales queries. Head to our website at <https://www.noosatelecom.com.au> to view our business hours and contact details.

Complaints

If you have a complaint or dispute, please call our team on (07) 5412 7321 and ask for the Resolutions team.

Ombudsman

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting tio.com.au/making-a-complaint to resolve any issues.

Noosa Telecom

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