



## TeleChoice Critical Information Summary LIVE Plans (12 Months)

PLAN	SMALL	MEDIUM	LARGE	X-LARGE
Minimum Monthly Charge	\$16	\$25	\$35	\$45
Total Minimum Cost	\$192	\$300	\$420	\$540
Early Termination Fee	\$180	\$180	\$180	\$180
Monthly Call Allowance	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>
International SMS	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>
Standard National SMS and MMS	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>	Unlimited <sup>^</sup>
International Calls	Not included	Unlimited <sup>^</sup> to 13 Selected Countries	Unlimited <sup>^</sup> to 13 Selected Countries	Unlimited <sup>^</sup> to 13 Selected Countries
Monthly Data Allowance	4.5GB	20GB	35GB	55GB
Data Bank - Allowance	30GB	100GB	100GB	100GB
All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.				

### Information about the service

**Description of the service:** Your plan is for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia.

**Minimum contract term:** 12 Months

**Mandatory goods:** You need a 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible.

### What's included in your monthly call allowance

Your monthly call allowance can be used for standard national calls, texts and MMS to Standard Australian landline and mobile numbers, MMS and SMS as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G compatible handset.

### What's excluded from your monthly call allowance

International Calls, International MMS, National video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at [www.telechoice.com.au/?pricing-plans](http://www.telechoice.com.au/?pricing-plans)

**Excluded functions:** Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

**Monthly data allowance** The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of \$10 (\$0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes). A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

### Information about pricing

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

### Data Bank – Allowance

Unused Data will rollover into your Data Bank. The limit of your Data Bank Allowance, in respect of each plan, is set out in the table above. Any Data over that limit will not rollover and will be forfeited. Data Bank Data will only be used once you have exceeded your monthly Data allowance. If you exceeded the Data allowance and exhausted your Data Bank balance, you will not be able to use Data until the start of next month on your Plan, unless you purchase an optional Data Bolt-On. If you move your plan to a higher rate plan, your accumulated Data in your Data Bank will be retained. If you move to a lower plan or a plan that does not support the Data Bank facility, any accumulated Data in Your Bank Allowance will be forfeited.

### International calls

**\$25, \$35 & \$40 plans included Unlimited Calls to these 13 Selected Countries** Bangladesh, China, Canada, Hong Kong, India, Malaysia, New Zealand, Thailand, United Kingdom, USA, Greece, Singapore, Vietnam

**Add an international call pack to any mobile plan for \$5/mth, \$9/mth or \$15/mth.**

International call packs	\$5/mth	\$9/mth	\$15/mth
International call allowance(to any country)**	\$150	\$300	\$600
**Call rates will be charged based on the country. The rates can be found at Appendix I at <a href="https://www.telechoice.com.au/?appendix">https://www.telechoice.com.au/?appendix</a>			



## Call rates

Call rates are as follows:

Standard national calls: \$0.99/min plus \$0.40 flagfall. A 2 minute standard national call (including flagfall) costs \$2.38

Standard national SMS : \$0.25

Standard national MMS: \$0.50

Standard National Video MMS :\$0.75

Standard National Voicemail Retrieval : \$0.99/min plus \$0.40 flagfall

13 & 1300 numbers: \$0.99 per minute plus \$0.40 flagfall

1223 Directory Assist: \$1.50 per call

Standard national video calls: \$1.50/min plus \$0.40 flagfall

International video calls: \$2.00/min plus \$0.40 flagfall

The cost of using 1MB of Data as part of your included data on the SMALL plan within Australia is \$0.0034

The cost of using 1MB of Data as part of your included data on the MEDIUM plan within Australia is \$0.0012

The cost of using 1MB of Data as part of your included data on the LARGE plan within Australia is \$0.00098

The cost of using 1MB of Data as part of your included data on the X-LARGE plan within Australia is \$0.00079

Other calls, SMS and MMS can be found at [www.telechoice.com.au/?pricing-plans](http://www.telechoice.com.au/?pricing-plans)

## Early termination fee

If you cancel your plan, or move to another plan (except another mobile service plan with the same or higher spend) before your fixed term contract has ended, you must pay an Early Termination Fee (ETF). The ETF is calculated at a rate of \$15 per month for the remaining months, or part thereof, on your fixed term contract. The maximum ETF is set out on the table above.

## Special promotions and value adds

This summary excludes any special promotions or value adds that may be associated with your contract of may be added by you after your contract commences.

## Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit [www.telechoice.com.au/?/how-much-data-do-you-really-use](http://www.telechoice.com.au/?/how-much-data-do-you-really-use)

## Other Information

### Billing

The billing cycle of your TeleChoice account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a)any excess use during the previous billing cycle; and b)the monthly plan access fee in advance.

You will receive your bill via email. A \$2.20 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the TeleChoice member's area at [www.telechoice.com.au/members](http://www.telechoice.com.au/members).

### Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data, and call inclusions, call and IDD Bolt On inclusions.

You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances.

You can monitor your service usage by logging into your account online at [www.telechoice.com.au/members](http://www.telechoice.com.au/members)

For full details of the TeleChoice usage alerts visit [www.telechoice.com.au/?/Managing-your-usage](http://www.telechoice.com.au/?/Managing-your-usage)

### Using your service overseas

International Roaming is currently available on the LIVE Plans in selected countries. Refer to [telechoice.com.au/?/international-roaming](http://telechoice.com.au/?/international-roaming). Charges for international roaming are higher than standard call costs and data usage may also be more expensive.

## Customer Support

For more information go to [www.telechoice.com.au](http://www.telechoice.com.au) or Call us: 9am - 9pm AEST (Mon-Fri) 9am - 6pm AEST (Sat-Sun) on 1300 83 53 24 (within Australia), +61 2 8069 2638 (from overseas).

## Telecommunications Industry Ombudsman

If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

<sup>^</sup> **Important Information:** Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. For details of our Fair Use Policy see [https://www.telechoice.com.au/uploads/cis/a\\_06\\_Appendices/Appendix\\_B\\_-\\_Fair\\_Use\\_Policy.pdf](https://www.telechoice.com.au/uploads/cis/a_06_Appendices/Appendix_B_-_Fair_Use_Policy.pdf)

This is only a summary. This plan with full terms and conditions can be found at [www.telechoice.com.au/terms-conditions](http://www.telechoice.com.au/terms-conditions) This information is correct as at 25 SEP 2020 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](http://www.telechoice.com.au) for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.