

**TELECHOICE - POSTPAID MOBILE SERVICE
PRICING TABLE**

SECTION 2 - CURRENT OFFER PRICING PLANS FOR CUSTOMERS

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1 ABOUT THIS SECTION

- (a) This is Section 2 of the *pricing table* for the *TeleChoice Postpaid Mobile service*.
- (b) This section contains the *pricing plans* that we currently offer to new customers for activations after the 28th day of October 2020.
- (c) If you cannot find the name of your *pricing plan* in this section, you should refer to Sections 3 and 4 of the *pricing table* as they contains *pricing plans* that we do not currently offer to new customers. You can also call us for more information.
- (d) You may also need to refer to the following:
 - (i) Section 1 of this *pricing table* for general information on the calculation of charges for use of the *service* and other call charges not covered by your *pricing plan*,
 - (ii) Appendix I for a list of countries and the per minute call rate for international calls originating from Australia, and
 - (iii) The *Value Added Service Features* Appendix A for the description and charges the range of *value added service features* available with the *service*.
- (e) The meaning of the words printed *in italics like this* is explained in the *dictionary*.

**2 TC19 M2M & TC FLEET 17 PLANS:
TC19 – M2M (PLAN REF: 1200),
TC FLEET 17 – M2M (PLAN REF: 1177)**

2.1 Eligibility

- (a) The TC19 M2M & TC Fleet 17 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

You may only transfer to the TC19 and TC Fleet 17 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC19 and TC Fleet 17 plan *you* wish to connect to.

2.2 Minimum term

The TC19 and TC Fleet 17 Plans are non-fixed length agreements which are automatically renewed on a monthly basis.

2.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
- (i) TC19 – M2M (Plan Ref: 1200);
 - (ii) TC Fleet 17 – M2M (Plan Ref: 1177).
- (c) Each month *you* must pay:
- (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant *service*.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

2.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC19 M2M and/or TC Fleet 17 Plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC19 – M2M (Plan Ref: 1200);
 - (ii) TC Fleet 17 – M2M (Plan Ref: 1177).

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No

Table 1 continued	
Call Type	Eligible Call
Premium SMS (This service is not available on TeleChoice Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on TeleChoice Plans)	No
Insurance	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC19 - M2M Plan Ref: 1200	Tc Fleet 17 - M2M Plan Ref: 1177
Minimum Monthly Spend	\$19	\$17
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	5GB	5GB
Minimum total cost - including set up fee.	\$34	\$17
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call + (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50

Table 2 continued	TC19 - M2M Plan Ref: 1200	Tc Fleet 17 - M2M Plan Ref: 1177
Standard call rate for 13 Numbers per 60 seconds (not charged for Unlimited^ calls) (excluding TeleChoice Customer Service)	\$0.99	\$0.99
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International^ (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min	

* see Appendix I – TC Plan Calling rates for a list of countries and applicable rates.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

2.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

2.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

3 TC24 M2M & TC FLEET 22 M2M: TC24 – M2M (PLAN REF: 1201), TC FLEET 22 – M2M (PLAN REF: 1178)

3.1 Eligibility

- (a) The TC24 M2M & TC Fleet 22 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the *service* is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

You may only transfer to the TC24 and TC Fleet 22 plans with our prior approval..

When considering whether to approve your application to transfer from an existing agreement we will take into account your credit history on your existing agreement and undertake our standard credit checks for the TC24 and TC Fleet 22 plan you wish to connect to..

3.2 Minimum term

The TC24 and TC Fleet 22 Plans are non-fixed length agreements which are automatically renewed on a monthly basis.

3.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
- (i) TC24 – M2M (Plan Ref: 1201);
 - (ii) TC Fleet 22 – M2M (Plan Ref: 1178).
- (c) Each month *you* must pay:
- (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant *service*.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

3.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC24 M2M and/or TC Fleet 22 plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC24 – M2M (Plan Ref: 1201);
 - (ii) TC Fleet 22 – M2M (Plan Ref: 1178).

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No

Table 1 continued	
Call Type	Eligible Call
Premium SMS (This service is not available on TeleChoice Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on TeleChoice Plans)	No
Insurance	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC 24 - M2M Plan Ref: 1201	TC Fleet 22 – M2M Plan Ref: 1178
Minimum Monthly Spend	\$24	\$22
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	12GB	12GB
Minimum total cost - including set up fee.	\$39	\$22
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call + (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50

Table 2 continued	TC 24 - M2M Plan Ref: 1201	TC Fleet 22 – M2M Plan Ref: 1178
Standard call rate for 13 Numbers per 60 seconds (not charged for Unlimited^ calls) (excluding TeleChoice Customer Service)	\$0.99	\$0.99
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International^ (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

3.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

3.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

**4 TC30 M2M & TC FLEET 28 PLANS:
TC30 – M2M (PLAN REF: 1202),
TC FLEET 28 – M2M (PLAN REF: 1179)**

4.1 Eligibility

- (a) The TC30 M2M & TC Fleet 28 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

You may only transfer to the TC30 and TC Fleet 28 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC30 and TC Fleet 28 plan *you* wish to connect to.

4.2 Minimum term

The TC30 and TC Fleet 28 Plans are non-fixed length agreements which are automatically renewed on a monthly basis..

4.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
 - (i) TC30 – M2M (Plan Ref: 1202);
 - (ii) TC Fleet 28 – M2M (Plan Ref: 1179);
- (c) Each month *you* must pay:
 - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant service.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

4.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC30 M2M and/or TC Fleet 28 Plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC30 – M2M (Plan Ref: 1202);
 - (ii) TC Fleet 28 – M2M (Plan Ref: 1179);

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No

Table 1 continued	
Call Type	Eligible Call
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC30 - M2M Plan Ref: 1202	TC Fleet 28 - M2M Plan Ref: 1179
Minimum Monthly Spend	\$30	\$28
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	26GB	26GB
Minimum total cost - including set up fee	\$45	\$28
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50

Table 2 continued	TC30 - M2M Plan Ref: 1202	TC Fleet 28 - M2M Plan Ref: 1179
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
60 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

4.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

4.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

**5 TC35 M2M & TC FLEET 33 PLANS:
TC35 – M2M (PLAN REF: 1205),
TC FLEET 33 – M2M (PLAN REF: 1180)**

5.1 Eligibility

- (a) The TC35 M2M & TC Fleet 33 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

You may only transfer to the TC35 and TC Fleet 33 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC35 and TC Fleet 33 plan *you* wish to connect to.

5.2 Minimum term

The TC35 and TC Fleet 33 Plans are non-fixed length agreements which are automatically renewed on a monthly basis..

5.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
 - (i) TC35 – M2M (Plan Ref: 1205);
 - (ii) TC Fleet 33 – M2M (Plan Ref: 1180);
- (c) Each month *you* must pay:
 - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant *service*.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

5.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge of your* TC35 M2M and/or TC Fleet 33 Plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC35 – M2M (Plan Ref: 1205);
 - (ii) TC Fleet 33 – M2M (Plan Ref: 1180);

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No

Table 1 continued	
Call Type	Eligible Call
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC35 - M2M Plan Ref: 1205	TC Fleet 33 - M2M Plan Ref: 1180
Minimum Monthly Spend	\$35	\$33
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	35GB	35GB
Minimum total cost - including set up fee	\$50	\$33
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50

Table 2 continued	TC35 - M2M Plan Ref: 1205	TC Fleet 33 - M2M Plan Ref: 1180
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
120 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

5.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

5.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

**6 TC40 M2M & TC FLEET 38 PLANS:
TC40 – M2M (PLAN REF: 1203),
TC FLEET 38 – M2M (PLAN REF: 1181)**

6.1 Eligibility

- (a) The TC40 M2M & TC Fleet 38 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

You may only transfer to the TC40 and TC Fleet 38 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC40 and TC Fleet 38 plan *you* wish to connect to.

6.2 Minimum term

The TC40 and TC Fleet 38 Plans are non-fixed length agreements which are automatically renewed on a monthly basis..

6.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
 - (i) TC40 – M2M (Plan Ref: 1203);
 - (ii) TC38 – M2M (Plan Ref: 1181);
- (c) Each month *you* must pay:
 - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant *service*.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

6.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC40 M2M and/or TC Fleet 38 Plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC40 – M2M (Plan Ref: 1203);
 - (ii) TC38 – M2M (Plan Ref: 1181);

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No

Table 1 continued	
Call Type	Eligible Call
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC40 - M2M Plan Ref: 1203	TC Fleet 38 - M2M Plan Ref: 1181
Minimum Monthly Spend	\$40	\$38
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	42GB	42GB
Minimum total cost - including set up fee	\$55	\$38
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50

Table 2 continued	TC40 - M2M Plan Ref: 1203	TC Fleet 38 - M2M Plan Ref: 1181
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
180 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

6.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

6.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

**7 TC49 M2M & TC FLEET 45 PLANS:
TC49 – M2M (PLAN REF: 1204),
TC FLEET 45 – M2M (PLAN REF: 1182)**

7.1 Eligibility

- (a) The TC49 M2M & TC Fleet 45 M2M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the *service* is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

You may only transfer to the TC49 and TC Fleet 45 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC49 and TC Fleet 45 plan *you* wish to connect to.

7.2 Minimum term

The TC49 and TC Fleet 45 Plans are non-fixed length agreements which are automatically renewed on a monthly basis..

7.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
 - (i) TC49 – M2M (Plan Ref: 1204);
 - (ii) TC45 – M2M (Plan Ref: 1182);
- (c) Each month *you* must pay:
 - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;

- (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in accordance with the pricing tables for the relevant service.
- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

7.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge of your* TC49 M2M and/or TC Fleet 45 Plan.
- (b) Table 2 below contains pricing details of the:
- (i) TC49 – M2M (Plan Ref: 1204);
 - (ii) TC45 – M2M (Plan Ref: 1182);

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls [^]	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No

Table 1 continued	
Call Type	Eligible Call
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC49 - M2M Plan Ref: 1204	TC Fleet 45 - M2M Plan Ref: 1182
Minimum Monthly Spend	\$49	\$45
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	55GB	55GB
Minimum total cost - including set up fee	\$64	\$45
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50

Table 2 continued	TC49 - M2M Plan Ref: 1204	TC Fleet 45 - M2M Plan Ref: 1182
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
Default Calling Rates ‡		
Default Standard National Voice Usage	\$0.99	\$0.99
Default Call connection / Flagfall	\$0.40	\$0.40
Default Standard National SMS	\$0.25	\$0.25
Default Standard National MMS	\$0.50	\$0.50
Default Standard International SMS	\$0.50	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
240 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

7.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
 - (ii) 1GB excess data blocks will be made available once:
 - (A) Your Plan's included data allowance has been exhausted,
 - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
 - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
 - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

7.6 What happens if the *service is cancelled early* – Month to Month plans

- (a) If a month to month *service is cancelled* you will be required to pay *us*:
- (i) the final month's access fee.
 - (ii) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any), or
 - (B) any other equipment finance arrangements provided in the supply of this service.

If the service is cancelled by you, you forfeit any plan benefits, allowances and/or access fees paid in advance for the final month or part thereof of your billing cycle.

8 TC QTPO 25 MOBILE HANDSET PLANS: TC QTPO 25 – 12M PLAN REF: 1189

8.1 Eligibility

- (a) The TC QTPO 25 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

you may only transfer to the TC QTPO 25 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 25 Mobile Handset Plans.

8.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

8.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 25 – 12M Plan Ref: 1189
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

8.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 25 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 25 – 12M Plan Ref: 1189

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 25 – 12M Plan Ref: 1189
Minimum Monthly Spend – 12 month plan	\$25
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	5GB
Minimum total cost over 12 months (Not including handset repayments-)	\$329
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call

Table 2 continued	TC QTPO 25 – 12M Plan Ref: 1189
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates ‡	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

8.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

8.6 What happens if the *service is cancelled early* – 12 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum *ETF* is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 25 – 12M Plan Ref: 1189
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$300

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

8.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the TC QTPO Mobile Handset Plans will incur a fee as set out in Table 5 below:
- (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

	Destination Plan						
	TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M	
Rate Plan change Administration Fee	\$25	\$25	\$25	\$25	\$25	\$25	
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

8.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO 25 – 12M Plan and must be provided at the time of application for the TC QTPO 25 – 12M Plan
- (b) Approved automated payment methods include
 - (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

9 TC QTPO 30 MOBILE HANDSET PLANS: TC QTPO 30 – 12M PLAN REF: 1190

9.1 Eligibility

- (a) The TC QTPO 30 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

you may only transfer to the TC QTPO 30 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 30 Mobile Handset Plans.

9.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

9.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 30 – 12M Plan Ref: 1190
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

9.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 30 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 30 – 12M Plan Ref: 1190

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 30 – 12M Plan Ref: 1190
Minimum Monthly Spend – 12 month plan	\$30
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	12GB
Minimum total cost over 12 months (Not including handset repayments-)	\$389
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call

Table 2 continued	TC QTPO 30 – 12M Plan Ref: 1190
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates ‡	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min	

* see Appendix I – TC Plan Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

9.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

9.6 What happens if the *service* is *cancelled early* – 12 month plans

- (a) If the *service* is *cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
 - (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum *ETF* is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 30 – 12M Plan Ref: 1190
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$300

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

9.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the HRO 30 Mobile Handset Plans will incur a fee as set out in Table 5 below:
- (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

	Destination Plan						
	TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M	
Rate Plan change Administration Fee	\$25	\$25	\$25	\$25	\$25	\$25	
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

9.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO 30 – 12M Plan and must be provided at the time of application for the TC QTPO 30 – 12M Plan
- (b) Approved automated payment methods include
 - (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

10 TC QTPO 35 MOBILE HANDSET PLANS: TC QTPO 35 – 12M PLAN REF: 1191

10.1 Eligibility

- (a) The TC QTPO 35 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the *service* is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

you may only transfer to the TC QTPO 35 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 35 Mobile Handset Plans.

10.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

10.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 35 – 12M Plan Ref: 1191
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

10.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 35 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 35 – 12M Plan Ref: 1191

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 35 –12M Plan Ref: 1191
Minimum Monthly Spend – 12 month plan	\$35
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	26GB
Minimum total cost over 12 months (Not including handset repayments~)	\$449
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00

Table 2 continued	TC QTPO 35 –12M Plan Ref: 1191
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates ‡	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Table 3 - Mobile International[^] (continued)	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
60 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

10.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

10.6 What happens if the *service is cancelled early* – 12 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum *ETF* is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 35 –12M Plan Ref: 1191
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$300

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

10.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the TC QTPO 35 Mobile Handset Plans will incur a fee as set out in Table 5 below:
 - (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

	Destination Plan						
	TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M	
Rate Plan change Administration Fee	\$25	\$25	\$25	\$25	\$25	\$25	
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

10.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO 35 – 12M Plan and must be provided at the time of application for the TC QTPO 35 – 12M Plan
- (b) Approved automated payment methods include
- (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

11 TC QTPO 40 MOBILE HANDSET PLANS: TC QTPO 40 – 12M PLAN REF: 1192

11.1 Eligibility

- (a) The TC QTPO 40 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

you may only transfer to the TC QTPO 40 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 40 Mobile Handset Plans.

11.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

11.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 40 – 12M Plan Ref: 1192
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

11.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 40 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 40 – 12M Plan Ref: 1192

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 40 – 12M Plan Ref: 1192
Minimum Monthly Spend – 12 month plan	\$40
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	35GB
Minimum total cost over 12 months (Not including handset repayments~)	\$509
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00

Table 2 continued	TC QTPO 40 – 12M Plan Ref: 1192
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates ‡	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Table 3 - Mobile International[^] (continued)	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
120 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

11.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

11.6 What happens if the *service is cancelled early* – 12 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum ETF is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 40 – 12M Plan Ref: 1192
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

11.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the TC QTPO 40 Mobile Handset Plans will incur a fee as set out in Table 5 below:
 - (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

		Destination Plan					
		TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M
Rate Plan change Administration Fee		\$25	\$25	\$25	\$25	\$25	\$25
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

11.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO 40 – 12M Plan and must be provided at the time of application for the TC QTPO 40 – 12M Plan
- (b) Approved automated payment methods include
- (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

12 TC QTPO 45 MOBILE HANDSET PLANS: TC QTPO 45 – 12M PLAN REF: 1193

12.1 Eligibility

- (a) The TC QTPO 45 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

you may only transfer to the TC QTPO 45 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 45 Mobile Handset Plans.

12.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

12.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 45 – 12M Plan Ref: 1193
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

12.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 45 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 45 – 12M Plan Ref: 1193

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 45 – 12M Plan Ref: 1193
Minimum Monthly Spend – 12 month plan	\$45
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	42GB
Minimum total cost over 12 months (Not including handset repayments~)	\$569
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00

Table 2 continued	TC QTPO 45 – 12M Plan Ref: 1193
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates †	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

† Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Table 3 - Mobile International[^] (continued)	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
180 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

12.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

12.6 What happens if the *service is cancelled early* – 12 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum ETF is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 45 – 12M Plan Ref: 1193
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$300

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

12.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the TC QTPO 45 Mobile Handset Plans will incur a fee as set out in Table 5 below:
 - (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

	Destination Plan						
	TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M	
Rate Plan change Administration Fee	\$25	\$25	\$25	\$25	\$25	\$25	
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

12.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO 45 – 12M Plan and must be provided at the time of application for the TC QTPO 45 – 12M Plan
- (b) Approved automated payment methods include
- (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

13 TC QTPO 55 MOBILE HANDSET PLANS: TC QTPO 55 – 12M PLAN REF: 1194

13.1 Eligibility

- (a) The TC QTPO 55 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the *service* is a:

- (i) *non-fixed length agreement*;
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining*, or
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining*.

you may only transfer to the TC QTPO 55 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the TC QTPO 55 Mobile Handset Plans.

13.2 Minimum term

You must agree to a *fixed length agreement* with a 12 month *minimum term*.

13.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
 - (i) TC QTPO 55 – 12M Plan Ref: 1194
- (c) Each month *you* must pay:
 - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
 - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
 - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
 - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

13.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your TC QTPO 55 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) TC QTPO 55 – 12M Plan Ref: 1194

Table 1

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

Table 1 continued	
Call Type	Eligible Call
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC QTPO 55 – 12M Plan Ref: 1194
Minimum Monthly Spend – 12 month plan	\$55
Equipment Establishment Fee	\$29
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
Monthly included mobile data allowance	55GB
Minimum total cost over 12 months (Not including handset repayments~)	\$689
Billing interval(s)	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^
Standard National SMS^	Unlimited^
International SMS	Unlimited^
Standard national MMS	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50
International Video MMS – size limited to 300KB	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00

Table 2 continued	TC QTPO 55 – 12M Plan Ref: 1194
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call
1800 Numbers per 60 sec	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited [^]
Call Forwarding to Standard National Numbers	Unlimited [^]
Standard National video call rate / per 60 sec	\$1.50
International video call rate / per 60 sec	\$2.00
Video Flagfall	\$0.40
Excess Data Rate charged per 1GB increments (1GB= 1024MB)	\$10.00 / 1GB or part thereof
Default Calling Rates †	
Default Standard National Voice Usage	\$0.99
Default Call connection / Flagfall	\$0.40
Default Standard National SMS	\$0.25
Default Standard National MMS	\$0.50
Default Standard International SMS	\$0.50
Default Telstra Directory Assistance 1223 (no flagfall)	\$1.50 per call
Default call forwarding to standard national numbers (plus \$0.40 flagfall).	\$0.99

† Call Connection Fee / Flagfall applies to all call types unless specified.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

Mobile International[^] (including calls to Satellite numbers)	
Billing interval (s)	60 secs
Flagfall	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, www.telechoice.com.au/appendix	
Table 3 - Mobile International[^] (continued)	
Special International call inclusions	
Unlimited[^] calls to the following countries: Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
240 minutes of included calls to: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

[^] Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

13.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
 - (i) Your Plan's included data allowance has been exhausted;
 - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

13.6 What happens if the *service is cancelled early* – 12 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
 - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
 - (ii) the sum of unpaid *equipment charges* owing on:
 - (A) *your mobile phone* under the *equipment payment plan* (if any); or
 - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
 - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
 - (ii) The maximum ETF is detailed on Table 4.
 - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

Table 4

Plan	TC QTPO 55 – 12M Plan Ref: 1194
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$300

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

13.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the TC QTPO 55 Mobile Handset Plans will incur a fee as set out in Table 5 below:
 - (i) Rate plan changes are subject to TeleChoice approval.
 - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
 - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

		Destination Plan					
		TC QTPO 25 Mobile Handset Plan - 12M	TC QTPO 30 Mobile Handset Plan - 12M	TC QTPO 35 Mobile Handset Plan - 12M	TC QTPO 40 Mobile Handset Plan - 12M	TC QTPO 45 Mobile Handset Plan - 12M	TC QTPO 55 Mobile Handset Plan - 12M
Rate Plan change Administration Fee		\$25	\$25	\$25	\$25	\$25	\$25
Rate Plan Change Maximum charge over 12 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 12 multiplied by the remaining contract months.							
Originating Plan	TC QTPO 25 Mobile Handset Plan - 12M	N/A	No Charge for Plan upgrade				
	TC QTPO 30 Mobile Handset Plan - 12M	\$12	N/A	No Charge for Plan upgrade			
	TC QTPO 35 Mobile Handset Plan - 12M	\$12	\$12	N/A	No Charge for Plan upgrade		
	TC QTPO 40 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	No Charge for Plan upgrade	
	TC QTPO 45 Mobile Handset Plan - 12M	\$12	\$12	\$12	\$12	N/A	No Charge for Plan upgrade
	TC QTPO 55 Mobile Handset Plan - 12M	\$36	\$36	\$36	\$36	\$36	N/A

13.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a TC QTPO – 12M Plan and must be provided at the time of application for the TC QTPO 55 – 12M Plan
- (b) Approved automated payment methods include
 - (i) Bank account Direct Debit
 - (ii) Credit card authority
 - (A) Visa and Mastercard payment is available
 - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.