

TELECHOICE
POSTPAID MOBILE BROADBAND PRICING TABLE
SECTION 1 - GENERAL INFORMATION AND CHARGES

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1 ABOUT THIS PRICING TABLE

- (a) This is the *pricing table* for the TeleChoice Mobile Broadband Service.
- (b) The *agreement* is made up of:
 - (i) *your application*;
 - (ii) the *general terms*;
 - (iii) the *service description*;
 - (iv) this *pricing table and pricing plans* and
 - (v) the *appendices*.
- (c) All charges are expressed as GST inclusive charges.
- (d) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 HOW TO USE THIS PRICING TABLE

2.1 Which *pricing plan* applies to you?

If *you* have already completed *your application* for the *service* the name of *your pricing plan* will be indicated on *your application*. If *you* do not know the name of *your pricing plan* it is indicated on *your mobile bill*.

3 TELECHOICE MOBILE BROADBAND PRICING TABLE

3.1 *Minimum monthly payment*

- (a) The Mobile Broadband *pricing plans* have a *minimum monthly payment*. This is the minimum amount that *you* will be charged each month – note *you* will be charged this even if *you* do not use your Mobile Broadband Service.

3.2 *Monthly included data value*

- (a) The Mobile Broadband *pricing plans* have a monthly included data value.
- (b) *You* can use the monthly included data value during your monthly billing cycle. If *you* do not use all of *your* monthly included data value, *you* will only be charged the *minimum monthly spend*. If *you* use more, *you* will be charged for the usage outside of *your* monthly included value, in addition to *your minimum monthly payment*.
- (c) The Mobile Broadband pricing plans do not include any call types and charges are excluded from *your* monthly included value. This means *you* will be charged for these calls in addition to *your minimum monthly*

payment even if *you* have not used all of *your* monthly included value. The *pricing table* for *your* plan and the 'general charges' table will indicate the charges for any calls, and *you* will be charged for any usage which has not been specified as included.

3.3 Expiry of included value

- (a) *You* cannot transfer any unused included value beyond the month in which they accrue.
- (b) The value of included value cannot be transferred or redeemed for cash or credit on another account.
- (c) If *your service* is *cancelled* for any reason any unused included value will be forfeited, unless otherwise specified.

3.4 What *calls* are covered by the included call component of the *current pricing plan*?

TeleChoice Mobile Broadband Plans include data value

TeleChoice Mobile Broadband Plans do not include any value for outgoing calls or messages.

4 HOW DO WE CALCULATE CALL AND DATA CHARGES?

4.1 How do we calculate the cost of a call?

- (a) *We* measure the length of each call from the time the call is answered to the time the call is finished.
- (b) The length is then rounded up according to the billing interval indicated in the *pricing table* for *your pricing plan*. For example, if *your* billing interval is 60 seconds, *we* will round the *call* length up to the next whole 60 seconds. This length is then multiplied by the *call* charge associated with that *call* type, as indicated in the *pricing tables*.
- (c) Some *calls* incur a *flagfall* when the *call* is connected. *Flagfall* rates are indicated in the *pricing tables*.
- (d) The total cost of (b) and (c) above is then rounded up to the nearest cent to determine the final charge for the *call*.

4.2 How do we calculate the time of *your* call?

- (a) To calculate the time of a call *we* will use the local time recorded at the first mobile base station through which *your* call initially passes. This may not be the local time at the place the caller is located.

4.3 How do we calculate charges for data services?

- (a) We will charge *you* for the volume of data uploaded and downloaded to *your mobile phone*.
- (b) Charges are based upon 1 kilobyte increments and are rounded to the nearest cent.
- (c) Charges for part of a 1 kilobyte increment will be rounded up to the next 1 kilobyte increment.
- (d) The number of kilobytes used is then multiplied by the appropriate charge set out in the *pricing tables*.
- (e) If *you* use more data than the amount included in the subscription, *you* will be charged for additional data usage as per the charges set out in the *pricing tables*.

5 CALL CHARGES

5.1 International Calls

- (a) The Mobile Broadband plans do not allow international calls over the TeleChoice network.

6 OTHER CHARGES

6.1 Change of Number Fee

- (a) We will charge *you* a Change of Number Fee if *you* ask *us* to change *your* existing telephone number. The fee is set out below:

Charge	Amount
Change of Number Fee	\$35

6.2 Billing Feature Charges – Itemised local calls and bill copy requests

- (a) Usually *calls* charged at an untimed rate will not be itemised on *your* bill. We may charge *you* the fee set out below if *you* ask *us* to itemise these calls on *your* bill.
- (b) If *you* ask us for a copy of *your* bill from a previous billing period (that is a non-current bill) then *we* may charge *you* the fee set out below.

Charge	Amount
Itemised Billing	\$7.50
Copy Bill	\$5.50

- (c) Online copies of your bill are made available at no extra charge via the members area link: www.telechoice.com.au/membersarea

6.3 Change of Account Holder Charge

- (a) We will charge *you* the Change of Account Holder charge if *you* ask *us* to transfer the *account* to another person. *Our* standard credit checking and identification procedures will also apply. The charge is set out below.

Charge	Amount
Change of Account Holder	\$25

6.4 Late Or Non-Payment Fees And Charges

- (a) If *you* do not pay all amounts *you* owe *us* by the date the payment is due, *we* may charge *you* a late payment fee. The charge is set out below. This amount is effective as of 1 August 2014.

Charge	Amount
Late Payment Fee	\$10.00

6.5 Payment Dishonour Charges

- (a) If *you* elect to pay *your* bills by direct debit *we* may charge *you* a dishonour fee if the payment is dishonoured by *your* nominated financial institution or credit provider. The charge is set out below.
- (b) *We* may also charge *you* a dishonour fee if *you* pay *us* by cheque and the payment is dishonoured by *your* financial institution. The charge is set out below.
- (c) This fee is in addition to any fees that *your* financial institution or credit provider may charge *you*.

Charge	Amount
Dishonour Fee (Direct Debit)	\$15
Dishonour Fee (Cheque)	\$30

6.6 Suspension fees

- (a) If we suspend the *service* because *you* have not paid all amounts *you* owe *us*, we may charge *you* a fee. The charge is set out below.

Charge	Amount
Suspension Charge	\$35

6.7 Mercantile agent recovery fee

If we engage a mercantile agent or lawyer to recover money *you* owe *us*, we may charge *you* a recovery fee that is equal to the charges that the mercantile and/or lawyer charge us in respect of that recovery (including, without limitation, any Court fees or other disbursements).

6.8 Replacing *your* TeleChoice SIM card

- (a) We may charge *you* a fee to replace *your* TeleChoice Mobile SIM card. The charge is set out below.

Charge	Amount
SIM Card Replacement Fee	\$15

6.9 Premium numbers

- (a) Premium Numbers are not available for use with Mobile Broadband Plans.

6.10 Changing *your* pricing plan

- (a) We may charge *you* a fee if *you* move from one *pricing plan* to another before the end of *your* *minimum term*. The amount of the fee will depend on various factors, including the terms of *your* current *pricing plan*, *your* monthly spend under *your* current *pricing plan* and the terms of the new *pricing plan* *you* are moving to. *You* should contact customer service for further information on the fee that may apply in *your* case.
- (b) If *you* change *your* *pricing plan* to a new *pricing plan* at any time, or renew *your* *agreement* and choose a new *pricing plan*:
- (i) in the case of a Mobile Broadband plan, we will apply the charges set out in *your* new data subscription plan from the first day of *your* next billing cycle.

- (c) Please note you can only move to a new Mobile Broadband pricing plan at the commencement of a new billing cycle.

7 DATA CHARGES

- (a) If *you* exceed *your* allowance on a Mobile Broadband plan, the following charges apply to all data transfers made by *you* using *your mobile device*

Charge	Amount
Data transfer used for uploads and downloads	\$10 per 1GB data block. Usage charged per 1KB increment

8 GENERAL CHARGES

The charges set out below apply to all TeleChoice Mobile Broadband customers:

- (a) Invoice delivery fee:
- (i) Paper (Postal) Invoice Fee: if you choose to receive a paper bill posted to you, you will be charged a paper invoice fee of \$2.20
 - (ii) Online (Email) Invoice Fee: No charge applies for the delivery of online invoices.
- (b) Payment processing fee:
- (i) Credit Card Payments: If you choose to use a credit, charge or debit card to pay your bill, you will be charged a payment processing fee of 1.6% (including GST) of the amount of your bill that you pay. This payment processing fee will be shown on your next bill.
 - (ii) Payment at Australia Post Outlets: If you pay your account at an Australia Post outlet or via POSTbillpay®, you will be charged an account processing fee of \$2.50.
 - (iii) Payment using Australia Post Scan & Pay: If you pay your account using Scan & Pay you will be charged an account processing fee of \$1.25. Scan & Pay is available by downloading the Australia Post mobile app.
 - (iv) Direct Debit / BPAY: If you nominate to pay your account via direct funds transfer using Direct Debit or BPAY there is no payment processing fee for the payment. Dishonour or clawback fees may apply.

9 NETWORK UNLOCKING FEES

The network locking removal fee referred to in clause 5 of the service description is \$80.

10 SPECIALS

From time to time *we* may offer *specials*. *You* will be advised of these separately, for example, in promotional material relating to the *special*.