

## Critical Information Summary

### TeleChoice 365-day Pre-Paid Plan

#### Information about the Service

Your 365-day Pre-Paid Plan ("Plan") includes Data Bank. No minimum contract term applies. No early termination charges apply on this Plan. Your Plan will require recharge on expiry unless you have otherwise set up auto-recharge.

Cost of recharge	Included in your plan (included value per recharge)				Credit Expiry Period	Data Bank Limit	Cost per MB
	Standard national calls & SMS	Standard MMS & VIDEO MMS	Standard International Calls	Data allowance in Australia***			
\$269	Unlimited <sup>^</sup>	6000 per recharge (inclusive of both)	Unlimited to 20 Selected Countries & Limited to 20 Selected Countries * 750 mins	220GB	365 days	1000GB	\$0.00119
\$389	Unlimited <sup>^</sup>	6000 per recharge (inclusive of both)	Unlimited to 20 Selected Countries & Limited to 20 Selected Countries * 1,500 mins	360GB	365 days	1000GB	\$0.00105

~Total minimum cost for each Plan is the cost of recharge

\* Data rounded to the nearest KB.

# National MMS and Video MMS is limited to 6000 MMS and Video MMS (Inclusive of both message types)

**\*Selected Countries for International Calls Unlimited** – Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Korea, Malaysia, New Zealand, Norway, Singapore, Thailand, UK, USA, Vietnam.

**\*\*Selected Countries For International Calls Limited** – Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, Spain, Sri Lanka, Taiwan, Turkey.

\*\*\* Data rounded to the nearest KB

**Using your plan and inclusions** - To use this plan, you must buy and activate a TeleChoice SIM card.

**Mandatory goods** - You need a 3G/4G/5G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible. The TeleChoice 30 Day Prepaid Plan by TeleChoice ABN 44 236 745 235 uses part of Telstra's 5G, 4G and 3G\* mobile networks. The service provides 5G Coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage area footprint reaches more than 98.8% of the Australian population and covers more than 1.6 million square kilometres of the Australian landmass.

\*Telstra's 3G Network (850Mhz band) will close in mid-2024.

**What's included in your monthly allowance** -Your monthly call allowance can be used for standard national calls and SMS and 6,000 MMS/VIDEO MMS to standard Australian landline and mobile numbers, SMS and MMS/VIDEO MMS as outlined in the table above, voicemail deposits and retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G/5G compatible handset. Maximum Speed Cap for the \$389.00 5G recharge/plan is 100Mbps for both uplink and downlink traffic.



**What's excluded from your monthly allowance** - Your Plan does not include any allowance for international calls, international SMS, International Roaming, Premium Services, or calls or SMS to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456". You may purchase an International & Other Add-on from us online to enable you to make calls and send SMS to international numbers, and to use extra services such as video calls to Australian numbers.

**Additional Fee Information** - For more information about the fees, charges and pricing applicable to your Plan, see <https://www.telechoice.com.au/pricing-plans>

**Data:** If you have exceeded the Data allowance and exhausted your Data Bank balance, you will not be able to use Data until the start of your next recharge, unless you purchase an optional Data Add-On from us online.

**Data Bank:** Unused Data will rollover into your Data Bank when you recharge before expiry. You must recharge before or within 2 days of expiry on the same or a higher value plan to maintain your Data Bank. Your Data Bank's limit is outlined in the table above and any Data over that limit will be forfeited. Data Bank Data will only be used once you have exceeded your included data allowance. Any optional Data Add-Ons you purchase will also rollover into your Data Bank. If you do not recharge before or within two days after your credit expiry, you forfeit all Data in your Data Bank.

**Top-ups:** Purchase an additional 1GB of data for \$10 (\$0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes) at any time during your credit validity period plan allowance at any one time. Data Top Ups expire at the same time as your Mobile Plan. Unused data may be eligible to be banked, otherwise it is forfeited.

**No refund of pre-paid credit:** There is no minimum term. You can cancel your plan at any time. Any included call and data value will be forfeited, and you will not be refunded.

**Expiry:** If you do not recharge before expiry, access to make calls, send SMS, and use data will immediately cease once your plan has expired. Expiry is 30 days and at 11:59 AEST

## Other Information

### Recharge Options

You can purchase your plans by logging online at [telechoice.com.au/members](https://www.telechoice.com.au/members), over the phone, if you have a stored credit or debit card on your account you can SMS the words 'recharge (plan amount)' to 179. Example 'recharge 17'. Or you may set up auto recharge.

**Usage Information** You will automatically receive SMS alert notifications on reaching 50%, 85% and 100% of call, MMS, and data inclusions. Check your balance, data use, view your call history and invoices online in the My Account section of our website, [telechoice.com.au/members](https://www.telechoice.com.au/members). Balance and invoice details are also available on your online account. You can also receive your balance via SMS. SMS the word Bal to 179.

**Using your service overseas** International Roaming is not available on TeleChoice Prepaid service.

### Customer Support

For more information go to [www.telechoice.com.au](https://www.telechoice.com.au) or Call us on 028069 2638 (toll free) within Australia  
9am - 8pm AEST (Mon-Fri)  
10am - 6pm AEST (Sat-Sun)  
and +61 02 8069 2638 (from overseas).

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

**Important Information** ^ Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. - [https://www.telechoice.com.au/uploads/cis/a\\_06\\_Appendices/Appendix B - Fair Use Policy.pdf](https://www.telechoice.com.au/uploads/cis/a_06_Appendices/Appendix_B_-_Fair_Use_Policy.pdf) This is only a summary. This plan with full terms and conditions can be found at [www.telechoice.com.au/terms-conditions](https://www.telechoice.com.au/terms-conditions) This information is correct as at 11<sup>th</sup> of October 2023 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](https://www.telechoice.com.au) for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.