

## Critical Information Summary for your Mobile Broadband Plan

### Information about the Service

#### SERVICE DESCRIPTION

This data service is a "SIM-Only" service for use with an existing SIM card compatible device. This service is provided with no lock in contract and has a 1 month minimum term.

#### HARDWARE REQUIREMENT

You will require an unlocked device capable of installing a SIM card to use this service.

#### KEY DETAILS

What's Included?

- Data SIM card
- A monthly allowance on data in accordance with your plan detailed below.

### Information about pricing

#### MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

| Plan | Cost / Month | Cost / Gb |
|------|--------------|-----------|
| 1GB  | \$15.00      | \$15.00   |
| 3GB  | \$20.00      | \$6.66    |
| 6GB  | \$30.00      | \$5.00    |
| 9GB  | \$35.00      | \$3.88    |
| 15GB | \$40.00      | \$2.66    |
| 20GB | \$45.00      | \$2.25    |
| 30GB | \$55.00      | \$1.83    |
| 40GB | \$65.00      | \$1.63    |

The minimum charge for this service is equivalent to 1 month charge.

Excess data top ups will automatically added to a service at a cost of \$10/GB. A maximum of 5 x 1GB data top ups can be added to a service in a calendar month.

### Other Information

#### USAGE INFORMATION

You can monitor your usage at <https://www.moretelecom.com.au> > My Account or by calling us on 1800 733368.

#### COVERAGE

More Telecom acts as a reseller and uses parts of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited. See coverage maps in the mobile section of our website for full information: <https://www.moretelecom.com.au/mobile/>

#### SERVICE DETAILS

This mobile plan uses parts of the Telstra 3G and 4G mobile network. More Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

#### BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$3.50 applies to printed bills.

#### WE ARE HERE TO HELP

If you have any questions, just call us on 1800 733368 so we can serve you better. Or you can visit us at [www.moretelecom.com.au](http://www.moretelecom.com.au) for additional information, including to access information about your usage of the service.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.moretelecom.com.au/policies](http://www.moretelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

#### SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://www.moretelecom.com.au> > My Account

**This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2018.**