

## Mobile Service Description

Australian Postal Corporation (ABN: 28 864 970 579) trading as Australia Post Mobile will supply you with Mobile Services on the terms and conditions set out below. Words not defined in these terms and conditions have the same meaning as in the *Telecommunications Act 1997* (Cth) (“Telecommunications Act”).

### 1. About this service description

- 1.1. This document describes the Australia Post mobile service.
- 1.2. This Service Description forms part of our Standard Form of Agreement, together with your agreement, our General Terms and Conditions, Critical Information Summaries and our Pricing table available on request or on our website [australiapostconnect.com.au](http://australiapostconnect.com.au)

### 2. Service Description

- 2.1. The Service offered allows you to:
  - 2.1.1. Access the Optus 4G Plus Network.
    - 2.1.1.1. We are not affiliated or related to Optus.
  - 2.1.2. Make calls from and receive calls to your mobile phone in Australia.
  - 2.1.3. Send and receive data, text messages (SMS) and multimedia messages (MMS) to and from your mobile phone.
  - 2.1.4. Use 3G or 4G data to access the Internet.
  - 2.1.5. Use Value Added Services such as voicemail. As Value Added Services can be more expensive than standard calls we may set a limit on or block certain Value Added Services at our discretion.

### 3. Coverage

- 3.1. Availability of the Service
  - 3.1.1. The Service is not available to all parts of Australia. You can obtain coverage maps showing availability of the Service from us or from our website [australiapostconnect.com.au](http://australiapostconnect.com.au)
  - 3.1.2. Coverage may vary between Services and is based on many factors such as the age and quality of the mobile phone, the structure and materials of the building or location, congestion and or outages.
- 3.2. We do not warrant that we will be able to supply Services and we are not liable for any failure to provide all or part of any of the Services, but, to the extent and to the standard that Carriers provide Services to us, those Services will be provided by us to you. When your connection is disrupted, we will do our best to reinstate our Services to you as soon as we can.

### 4. Roaming

- 4.1. International Roaming is only available with an International Roaming Sim in eligible countries.

### 5. Charges and Fees

- 5.1. Service Charges
  - 5.1.1. The cost of the Service depends on your usage of the Service and the Service plan. Service Plans are detailed in the Critical Information Summaries on our website [australiapostconnect.com.au](http://australiapostconnect.com.au)
  - 5.1.2. Other Value Added Services, International call rates and charges are detailed on our website as referenced in the Critical Information Summaries for each plan on our website [australiapostconnect.com.au](http://australiapostconnect.com.au)
  - 5.1.3. Data is charged in kilobyte increments. This means that the charges for a part of 1 (one) kilobyte will be rounded up to a full kilobyte on a per session basis. A data session is a data transaction between your mobile handset and an Internet destination such as a website or the database for a

smartphone application. Your handset controls when a session starts and when it ends. We are unable to influence this.

## 5.2. Usage Records

5.2.1. You can access a record of your usage by visiting [australiapostconnect.com.au](http://australiapostconnect.com.au), My Account. This record is for information purposes only and does not constitute an invoice.

## 6. Prepaid Payment

### 6.1. Description of Prepaid

6.1.1. The Service is paid in advance; on the date of activation, the date of porting, or the date of renewal – whichever applies to your Service.

6.1.2. Top Ups are paid in advance on the date of the requested top up.

6.1.3. In order to use any feature of the Service, you must have purchased sufficient credit to pay for that feature and that credit must not have expired.

6.1.4. If you run out of credit or the credit or plan has expired you will only be able to receive SMS until you renew or top up.

6.1.5. There are limits to how long your Service will remain active, before it is terminated if you haven't renewed or topped up your service. Refer to the Critical Information Summary for your plan, or your My Account for details on plan expiry, suspension and termination of services.

6.2. You can cancel your Service at any time via My Account or contacting us.

6.3. Prepaid money cannot be redeemed for cash.

6.4. Prepaid money cannot be transferred to another Service.

### 6.5. Automatic Renewal

6.5.1. If you have selected automatic renewal, your credit card will be charged on the date of expiry and your plan extended based on your selected plan.

6.5.2. In order to use automatic renewal, you need to have registered a credit card to your Service.

6.6. You can renew your Service by purchasing a Voucher from a Post Office and applying it to your Service via My Account on [australiapostconnect.com.au](http://australiapostconnect.com.au).

## 7. SIM Cards

### 7.1. How to obtain a SIM card

7.1.1. To be able to use the Service you need an Australia Post Mobile SIM card, which can be purchased online at [australiapostconnect.com.au](http://australiapostconnect.com.au) or at a Post Office. If you order your SIM card online, and your order has been verified and paid, your SIM card will be delivered by mail to the delivery address you specify. Delivery can take up to 3 business days.

7.1.2. You must have an unlocked mobile phone in order to use the Service.

7.2. Australia Post Mobile SIM cards can be used in all major unlocked mobile phones using a standard, micro or nano SIM card. To use your SIM card with a mobile device that requires a micro or nano SIM you need to break it out along the perforation. Once you have broken out the SIM, your SIM card may no longer function as a regular size SIM card and may need to be replaced.

### 7.3. Activation of your Service

7.3.1. Before you can use an Australia Post Mobile Service for the first time, you need to activate it, either online at [australiapostconnect.com.au](http://australiapostconnect.com.au) or by calling us.

7.3.2. You must activate your SIM card within three months of purchase. If you do not activate the SIM card in this period it may be cancelled.

### 7.4. Rejecting an Activation

7.4.1. We may refuse your application if:

7.4.1.1. You do not provide satisfactory proof of identification

7.4.1.2. You do not meet the eligibility criteria for the Service.

7.4.1.3. The Service is not available at the location where you wish to acquire the Service or

7.4.1.4. You do not meet our credit requirements.

## 7.5. Lost, stolen or malfunctioning SIM card

7.5.1. If your SIM card is lost or stolen you should contact us as soon as possible so that we can suspend your Service, activate IMEI blocking or take any other steps necessary to protect your account.

7.5.2. If your SIM card stops working for any reason, you should contact us to organise a replacement. We will replace defective SIM cards without charge (unless you caused the SIM card to become defective, in which case we may charge a replacement fee).

## 7.6. Ownership of SIM card

7.6.1. You only have a licence to use the SIM card and the SIM card remains the property of Australian Postal Corporation at all times.

7.6.2. You must take all reasonable care to keep the SIM card safe and in good condition.

## 8. Phone Numbers (Mobile Subscriber Number “MSN”)

### 8.1. How to obtain a Phone Number

8.1.1. When you order and activate your SIM card online, you will be able to obtain a phone number in one of two ways:

8.1.1.1. By accepting a new MSN from our number pool

8.1.1.2. By porting your existing MSN from another telecommunications provider.

8.1.2. You do not own the phone number allocated to you and your right to use an MSN when Service is cancelled or you port the MSN to another telecommunications provider.

8.1.3. If the Service is cancelled for whatever reason and you do not port the MSN to another telecommunications provider, we may assign the MSN to another customer after our quarantine period..

### 8.2. Changing your MSN

8.2.1. You can change your MSN (for a fee) if you would like a new MSN. If you need a new phone number because you have received calls that are harassing, distressing, or cause you to have legitimate fears for your personal wellbeing, we will provide a new MSN without charge.

## 9. MSN Quarantine

9.1. When an MSN is cancelled, it is quarantined and unavailable for use during its quarantine period. At the end of the quarantine period, the MSN is returned to the number pool. The quarantine period is based on the reason for the cancellation as follows:

9.1.1. 6 months for standard cancellations

9.1.2. 12 months or longer for cancellations where the current owner of the MSN has complained of nuisance calls and other reasons as determined by the Australian Communications and Media Authority (ACMA).

9.1.3. There are circumstances where an MSN can be re-activated from quarantine earlier, such as the previous owner of the MSN at the time of cancellation requesting the MSN to be reactivated.

## 10. Mobile Number Portability

10.1. Porting from another telecommunications supplier to us.

10.1.1. You may be able to port an MSN that you have obtained from another mobile telecommunications supplier to us.

10.1.2. If you wish to transfer your existing MSN to us you must notify us of your intention to port when you activate your SIM card.

10.1.3. If you wish to port in you will need to:

10.1.3.1. Sign the port authorisation or

10.1.3.2. Have your port authorisation voice recorded; or

10.1.3.3. Follow the authorisation process on our website [australiapostconnect.com.au](http://australiapostconnect.com.au)

10.1.4. When you provide an authorisation as described above, you authorise:

- 10.1.4.1. Us to sign forms of authority to your current supplier on your behalf and in your name to port your MSN from your current supplier to us.
- 10.1.4.2. Your current supplier to port your number to us
- 10.1.4.3. Authorise us to disclose information in your authorisation to other suppliers in the event of dispute over porting of your MSN.
- 10.1.5. You may have an ongoing contract with your current supplier that requires further ongoing payments to that supplier and/or the payment of a termination fee including any early termination fee if you switch to us. You remain responsible for these ongoing obligations, and you must pay any costs that we incur in connection with any failure by you to satisfy your obligations to your current supplier.
- 10.1.6. If your MSN is ported, only your phone number will be transferred to us. No other services with your current supplier will be transferred. Porting of your MSN may result in a loss of other services from your current supplier for example certain SMS, paging or facsimile services.
- 10.1.7. You are responsible for any charges imposed by your current supplier if an MSN port is unsuccessful due to:
  - 10.1.7.1. Insufficient or incorrect information provided to us
  - 10.1.7.2. Concurrent or competing MSN port requests in relation to your MSN; or
  - 10.1.7.3. Your early termination of the Service from your current supplier.
- 10.1.8. In order for your MSN port to occur successfully, you must not cancel your existing service before porting. We will tell your current supplier when the port is completed and your current supplier will cancel its Service to you.
- 10.1.9. The porting of your MSN to our Service should not take more than 30 days from the date of the request. We do not guarantee that porting will take place on or before any date, and we have no liability to you for any delays in porting.
- 10.1.10. There is no fee for porting a number from another telecommunications provider.
- 10.1.11. To use the Service you need an unlocked GSM handset. You may need a new mobile phone or may need to have your mobile phone unlocked if you are porting between different mobile networks or types of mobile networks.
- 10.2. Porting to another telecommunications supplier
  - 10.2.1. You can port an MSN that you have obtained from us or that you have ported in when you activated the Service to another Supplier.
  - 10.2.2. When you port out your MSN to another supplier, you forfeit all remaining Prepaid Credit. No refund of Prepaid Credit is payable.
  - 10.2.3. Even if your MSN is successfully ported to a new supplier, you must pay all outstanding amounts you owe to us.
  - 10.2.4. In order for your MSN port to occur successfully, you must not cancel the Service before porting. Your new supplier will tell us when the port is completed and we will cancel the Service.

## 11. My Account

- 11.1. Our website [australiapostconnect.com.au](http://australiapostconnect.com.au) provides a My Account area for you to manage your Service.
  - 11.1.1. The website is accessible via Username / Password provided to you during the activation process.
  - 11.1.2. A range of tasks can be performed in your My Account such as top up, renewal, plan changes and payments.
  - 11.1.3. The functionality available in My Account may change from time to time.
- 11.2. Confidentiality
  - 11.2.1. You must keep your password confidential along with all other personal identification that you give us in connection with the Service. Any person that knows these details will have access to your My Account and will be able to view your personal information and exchange account details.

## 12. Phone Number Displays

### 12.1. Calling Number Display (CND)

12.1.1. CND is a network feature that displays the phone number of an incoming call on the telephone that is receiving the call. CND will be enabled on the Service unless you disable it.

### 12.2. SMS & MMS

12.2.1. When you send an SMS or MMS, your MSN or your name may be displayed on the phone of the person to whom you are sending a message. You cannot prevent the display of your MSN when you send an SMS or an MMS

## 13. Access Restrictions

### 13.1. Barring Calls

13.1.1. At our request we can prevent your telephone from making certain calls.

### 13.2. Calls to 19 numbers

13.2.1. Calls to 19 numbers are disabled and unavailable for activation.

### 13.3. International Calls

13.3.1. Calls to international numbers can be made using the Service on plans that include International Calls. Limits apply.

### 13.4. International Roaming

13.4.1. International Roaming is only available with an International Roaming SIM.

## 14. Contact

### Australia Post Mobile

Phone: 1300 196 916

Email: [support@australiapostconnect.com.au](mailto:support@australiapostconnect.com.au)

Online: [australiapostconnect.com.au](http://australiapostconnect.com.au)

Mail: Australia Post Mobile, PO Box 222 South Melbourne VIC 3205

