

## Critical Information Summary

### Australia Post Mobile – \$19, \$25 and \$35 Plans

#### Service description

The service provided is a 30-day contract for mobile phone services using an Australia Post Mobile SIM on your own unlocked compatible mobile handset. The plans use the Optus 4G Plus network, offer features as shown in the pricing table below and are only available for personal or domestic use within Australia.

#### Fair Go Policy

The service is subject to our [Fair Go Policy](#) which ensures that all our customers can access the services; and do not use the services in a manner that we consider 'unreasonable' or 'unacceptable'.

#### Handset requirements

You will require an unlocked mobile handset. If your handset is locked you will not be able to use any SIM card from a different provider. If you are unsure if your phone is locked, you may need to contact your previous provider. Unlocking fees may apply.

**Minimum term** - The minimum term for this service is 30-days.

### Information about pricing

Details	\$19 Plan	\$25 Plan	\$35 Plan
Monthly minimum plan cost	\$19	\$25	\$35
Included data	8Gb	20Gb	25Gb
Additional data	Once you have reached your monthly data limit, you can purchase additional data for \$5 per 1Gb (\$0.005 per MB).		
Data sharing	Data is shared across all your services under the same account.		
Data rollover	Rollover up to 100GB of unused data when you renew before expiry.		
Data gifting	You can gift 1Gb of data to any active Australia Post Mobile to a maximum of 5Gb per billing period. Customers must have more than 1.5Gb remaining to gift data.		
National calls and SMS	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail. Unlimited standard national, SMS and MMS.		
International calls	Not included	\$50 Included	\$300 Included
International call rates	See the <a href="http://australiapostconnect.com.au">australiapostconnect.com.au</a> website for International call rates. Billed in 30 second increments.		
Cancellation fees	There are no cancellation fees. Any remaining call or data credits will not be refunded.		

### Other Important Information

#### How to purchase

The \$19, \$25 and \$35 plans (the Flexisim Plans) are no longer available to new customers. Only existing Flexisim Plan customers with an active service prior to 21 February 2021 may remain on their Flexisim Plan. Top ups can be purchased online using a credit card or you can purchase recharge vouchers in-store at your local Post Office.

#### Plan changes

Plans can be changed once per month and take effect from the plan anniversary, or upon expiry of the current plan (whichever comes first). If you are an existing Flexisim Plan customer and you want to stay with Australia Post Mobile but change your plan, you will need to select a plan from one of the current Australia Post Mobile plan options.

### When your plan credit expires

Your plan credit balance and any data top-ups expire at either:-

- a) the end of your 30 day plan period at 11:59pm AEST/AEDT, or
- b) you have used all the included data on the plan, including any top-ups you have purchased.

### **Plan billing, suspension and termination**

You must pay for another 30 days service on or before the end of your current billing period (expiry date). Payment can be by auto top-up or manual payment via credit card (Visa/Mastercard) or by a voucher (purchased in store at a Post Office).

- Suspension for non-payment – if your auto top-up fails, or payment is not made by the expiry date your mobile service will be suspended (all outbound calls, SMS and data will be barred) for up to 7 days.
- If payment is not received during this suspension period or before the suspension period expires, the service will be terminated.
- Once terminated your service can be re-activated by you, for up to 6 months; after 6 months you will not be able to reactivate your mobile number.

### **Cost of 1Mb of data in Australia**

\$0 per MB for data included in your plan. \$0.005 per MB for top-up data purchased.

### **Data usage**

Data usage is measured per kilobyte (Kb), is rounded up to the nearest kilobyte and includes uploads and downloads.

1 gigabyte (Gb) = 1,000 megabytes (Mb) = 1,000,000 kilobytes (Kb).

### **Tracking your usage**

You can track your usage online via your account at [australiapostconnect.com.au](https://australiapostconnect.com.au).

### **Overseas roaming**

Overseas roaming is not available for this service. It can only be used within Australia.

### **Exclusions and limitations**

Commercial, non-personal, overseas, and machine use is excluded. Standard calls exclude calls to international numbers, satellite and premium numbers (e.g. 19xx numbers). Standard national SMS and MMS exclude messages to satellite and premium numbers.

### **How to contact us**

- Within Australia by calling on 1300 196 916
- Email us on [support@australiapostconnect.com.au](mailto:support@australiapostconnect.com.au)
- Complete an online Contact Us form at [australiapostconnect.com.au](https://australiapostconnect.com.au)
- Send a letter to Australia Post Mobile, PO Box 222, South Melbourne VIC 3205

### **Customer service and complaints**

We encourage all our customers to attempt to contact the Australia Post Mobile support team first when an issue arises so we can resolve your complaint. You can contact our support team on 1300 196 916. Alternatively, you can email [complaints@australiapostconnect.com.au](mailto:complaints@australiapostconnect.com.au)

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) for more information.

### **Summary only**

This document is a summary only. Australia Post Mobile may provide special offers for a limited period or to other customers. The full terms and conditions and other policies can be found on our website at [australiapostconnect.com.au](https://australiapostconnect.com.au)