

Plan	\$15	\$25	\$30	\$35	\$45	\$65	\$68
Parts of Telstra Mobile Network	4G	4G	4G	4G	5G	5G	5G
Data	1GB	3GB	10GB	22GB	32GB	120GB	150GB
Monthly	when the included data allowance is exceeded, a 2Gb top up is applied. Up to 5 top ups are available each month. You must ask us if you want to turn off auto top ups of data. Each top up cost \$10.00						
Minimum Term	2 month						
Included International Destinations	International Calls from 1GB, 3GB AND 10GB Plans are charged at rates available at https://aussiecomm.com.au/important-documents			Calls to selected International Destinations, including International SMS and calls to mobile are available to China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.			
International Roaming Pack	\$15						
What's Included	Your Plan is for a post-paid mobile phone service using parts of the Telstra Mobile Network. 5G service is subject to network coverage and device capability. It can be used within Australia to access data, make calls and send SMS and MSS to standard Australian numbers, and most '11xx', '12xx', '13xx' and 1800 numbers, and most international numbers. International calling, Data Top Up, and International Roaming defaults on. You must ask us to turn off any of these features. Subject to handset capability, this service includes WiFi Voice						

Other Call Charges

Other Call Charges are available at <https://aussiecomm.com.au/important-documents>

Your Device

Devices are not included.

Data Banking

If you have not consumed all your data by the end of the bill cycle (28th day of the month), the unused data will roll over and be available to you in the next month. This will occur at the conclusion of each billing cycle. The maximum amount of data that you can bank is 500GB. If a plan is downgraded, then the data bank is forfeited. If a service is suspended, it will retain its data bank, but will not accumulate more data each month that it remains suspended. If a service is disconnected or ported away, any data in the data bank is forfeited, even if the disconnection or port is in error.

Anti Spam Provisions

This service includes an automated Anti Scam filter and a Scam reporting feature. Further details are available at <https://aussiecomm.com.au/importantdocument>.

Can we Change your Plan?

From time to time, we may make changes to your Plan, including the price and inclusions. If we change your Plan, or move you to a new plan, we'll give you a minimum of 30 days' notice before we make the change. If we reasonably consider that the change or move has more than a minor detrimental impact on you, you may cancel your plan by either disconnecting the service or porting the mobile number away from us.

Your First Months Charges.

On your first bill, you will be charged a pro rata amount from the date your service is connected until the 28th of the month of connection, and a full month's charge for the following month.

International Roaming

International Roaming is the ability for a customer to automatically make and receive voice calls, send, and receive data, or access other mobile services when travelling outside Australia by using the infrastructure of a "visited" network. International Roaming defaults "on" and activates when first using your mobile service in a visited country. International Roaming 1-day packs can be stacked

Critical Information Summary

up to 150 times per bill cycle. Stacking means that when you have consumed the 200 Mb data allowance, another pack is automatically applied, up to a total of 150 packs per month, up to your Excess Spend Limit, which defaults at \$100. You must contact us if you wish to increase your Excess Spend Limit.

International Roaming is available in the following countries:

Austria	India <small>(Note: This excludes Bihar, Orissa, UP East, West Bengal)</small>	Qatar
Belgium	Indonesia	Republic of Korea
Brazil	Ireland	Romania
Bulgaria	Israel	Russia
Canada	Italy	Singapore
Cambodia	Japan	Slovak Republic
China	Latvia	South Africa
Croatia	Lithuania	Spain
Czech Republic	Luxembourg	Sri Lanka
Denmark	Macedonia <small>(Former Yugoslav Rep.)</small>	Sweden
Egypt (Arab Republic)	Malaysia	Switzerland
Estonia	Mexico	Taiwan
Fiji	Netherlands	Thailand
Finland	New Zealand	Turkey
France	Norway	UAE
Germany	Papua New Guinea	UK
Greece	Philippines	USA
Hong Kong	Poland	Vanuatu
Hungary	Portugal	Vietnam

Cancelling a Service

When you cancel a service by either disconnecting the service, or porting to another carrier, we won't refund any amounts that you have been invoiced for.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Need help? We're here for you.

Visit aussiecomm.com.au/support/contact-us or call 1300 010 011 for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call 11300 010 011. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if you'd like an independent investigation.