

Critical Information Summary

Talk&Text Edition

With effect from: 13 January 2023

BigPurplePhone® is a mobile phone service and handset designed for seniors who need a safe and secure smartphone with emergency features and limited functionality. **Please read the following Critical Information Summary (CIS) carefully to check its suitability for your Senior.** This is a **talk** and **text** service only.

What is the service?

The **Talk&Text** Edition is a prepaid service provided for use with a new Nokia G50 mobile phone handset pre-loaded with BigPurplePhone LibbsyOS™ ribbon software. All plans include all national calls and texts and the costs below include GST.

Handset cost one-off	\$599	Early Termination Charge	\$0
Minimum cost per month:	\$29.90	Data included	0 GB
Maximum cost per month "as is" (without the International Add On)	\$29.90	Minimum Term (Months):	1
<i>International Add On (optional)</i>	<i>\$30.00</i>	<i>Maximum cost per month (with International Add On)</i>	<i>\$59.90</i>

Coverage

We use the Telstra mobile service which provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5% of the Australian population.

Coverage maps are available at: <https://mobilemaps.net.au/maps/api/embed/4G/>.

What will I pay for the service?

The BigPurplePhone service is charged on a subscription basis at \$29.90 per month.

The BigPurplePhone handset is a one-off charge of \$599 plus \$10 for shipping.

Annually, this is \$967.80 (service, handset and shipping) in the first year and then \$358.80 per annum (service only), charged at \$29.90 monthly in advance.

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If you choose to purchase our International Calls Add On, in the first year, this is \$1327.80 (service, handset and shipping) in the first year and then \$718.80 per annum (service only), charged at \$29.90+\$30 monthly in advance.

Are there any hidden fees or charges?

No.

Can I buy the phone without the monthly prepaid plan?

No.

What do I need to access the service?

You will need the BigPurplePhone - which is a new Nokia G50 mobile phone handset pre-installed with BigPurplePhone LibbsyOSTM ribbon software. You will also need the monthly subscription.

You can either request a new phone number with this service, or we can arrange to port across an active number from your senior's current carrier.

What is included?

Features of this service include all¹ national calls, and SMS to mobiles within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan.

Add on features

You can choose to add on International Direct Dialling and SMS to 15 countries² for an additional monthly cost (see What will I pay for the service? above)

What else does the service provide?

The service provides the following:

- BigPurplePhone LibbsyOSTM ribbon software
- Camera and photos
- Emergency SOS Call button and Emergency contact notifications

¹ Excluding Premium numbers

² The 15 countries are: China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, United States of America, Vietnam

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Address | 10 Walker Street, Bowral NSW 2576
Phone | (02) 9188 6998
Email | hello@bigpurplephone.com.au

Access to BigPurplePhone Help desk³

Do I have to bundle anything with the service?

Yes. The service requires the BigPurplePhone to be purchased with the monthly service. It will not work with other networks or hardware providers.

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You report your phone lost/stolen
- You are abusive to our staff
- You breach our terms and conditions or our Fair Use Policy

Information about pricing

There is no set-up fee for this service.

Equipment fees

You will need a SIM card to use this service. Your SIM card is free and will be supplied and inserted into your phone by us.

Exit fee

There are no exit fees for this service.

Other possible charges

There are no other charges with BigPurplePhone.

What phone services are not available?

- Travel Packs are not available with this service
- Hot-spotting
- Data sharing

³ Refer to BigPurplePhone Fair Usage policy at <https://bigpurplephone.com.au/pages/fair-use-policy>

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Access to Premium call services such as 1900 numbers.
All international voice and video calls, SMS MMS, including video MMS
Dial IT services (time and weather)
International directory assistance (1225)
National directory assistance (1223)
Calls to mobile satellite phones
SMS to Apple for new iPhone message set up
International Roaming is not available
Bluetooth
Wifi
Mobile data
Access to streaming TV or movie services

What apps are available on BigPurplePhone?

Your BigPurplePhone will arrive pre-loaded with the BigPurplePhone LibbsyOST™ ribbon software which provides the following basic apps designed especially for Seniors

- Phone
- SMS
- Camera
- Photos
- Weather
- Covid Check-in⁴
- Help

Emergency SOS Call Button – on the top of the home screen and most other pages within the ribbon software

What happens when I purchase the BigPurplePhone Talk&Text handset and service?

When you purchase a BigPurplePhone for yourself or your Senior Loved One, the phone will be sent to the address you nominated when you placed your order.

After you place your order you will receive an email to set up your mobile number and complete an ID check with us. This is required by Australian Communications and Media Authority** for all new Prepaid mobile phone account holders.

Once your ID is completed your phone is staged, the SIM inserted, and the phone is

⁴ State governments in Australia change their requirements from time to time. This may not be available in your State.

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shipped. If you chose to port your old number over to your new BigPurplePhone, we will then arrange with you a convenient time for your number to be ported over. If you chose a new number this will be activated in time for your phone to arrive.

**Visit <https://www.acma.gov.au/acmas-rules-id-checks-prepaid-mobiles> for more information on what is required of us and read our Privacy Policy at <https://bigpurplephone.com.au/pages/privacy-policy> for more information on how we handle your private information.

Upgrades and improvements to your service

We will, from time to time, and at no additional charge to you, release improvements to the existing BigPurplePhone LibbsyOS™ ribbon software.

We will do this remotely and without any action from you and we will advise you via SMS when we release improvements.

Can I get a refund?

Yes. We offer a return within 7 days of purchase for unused, unopened, undamaged packaging in original condition for change of mind.

We then offer a 2 year manufacturer warranty on faulty handsets. Please refer to the Returns Policy on our website for more information.

We also offer to remotely restore your senior's phone to a regular Nokia. Please see the following section "How do I cancel my service"

How do I cancel my service?

You can easily cancel your service by advising our Customer Care Team. Please see below for how to contact us.

When we receive your notification to cancel the service, we will remotely restore your / your senior's phone to a regular Nokia. The SIM will also be disabled. Please see Subscriptions and Cancellation Policy for further details.

Other information

This BigPurplePhone **Talk&Text** is a talk and text service only and does not provide a safe and secure network. If you are looking for a safe and secure network, international dialling and other features, please see Critical Information Summary for the **Family&Friends** Edition for further details.

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Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Please see below for how to contact us.

Complaints

If you are not happy with your service, you can follow our Complaints Handling process. For more details, see our Complaints Policy on our website

<https://bigpurplephone.com.au/pages/policies>

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

How to contact us?

You can reach us at any time by:

Phone 02 8660 1390

Chat at www.BigPurplePhone.com.au

Emailing us on support@bigpurplephone.com.au

Our support hours are 9AM-5PM, Monday - Friday AEST

We update our policies from time to time. If you are reading a printed copy of this document, please refer to the Policies section our website to ensure you have the latest Edition.

This document should be read in conjunction with our Standard Terms and Conditions which can be found under Policies on our website <https://bigpurplephone.com.au/pages/policies>.

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