

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

MINIMUM TERM

These plans are available on a **1-month** and **24-month** term.

WHAT'S INCLUDED AND EXCLUDED

Unlimited national call and text value - with your monthly plan allowance, you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

4G & 5G Network Access - all plans are accessible over 4G, with some plans as listed in the table below also including access to the 5G network. Download speeds are capped at 100Mbps on 4G, and 250Mbps on 5G.

INFORMATION ABOUT PRICING

PRICING

All pricing in this document includes GST.

Excess Usage charges apply if you make calls or send SMS/MMS to any non-included numbers. Further charges will also apply when roaming overseas.

Excess usage charges will also apply if you exceed your pooled monthly data allowance. The first 50GB of excess usage will be charged at **\$70 per 10GB block**, or \$0.006836 per MB. Any further use is then charged at **\$0.020625 per MB**, calculated per KB of usage.

Opt-in to Zero Bill Shock to block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill.

EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

USING YOUR SERVICE OVERSEAS

Your monthly included call and data values do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Day Packs are available to be used overseas in some destinations. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for further information.

PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

AVAILABILITY

The service will also only work in areas with sufficient 3G or 4G mobile data coverage. Some plans are also able to utilise 5G mobile networks, as indicated in the table below. To access 5G, you will need a 5G compatible device, a 5G enabled plan, and be in the Telstra Wholesale 5G coverage area which now reaches at least 75% of the Australia population. View the coverage map available on our website to see where 5G is available.

Unlimited international call and text value - some plans as listed in the table below include unlimited calls and texts to international landlines and mobiles in 15 countries:

China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value cannot be used while roaming overseas.

Data Share - combine the included data of up to 300 total Telair Mobile and MBB services on Data Share plans. All eligible services consume data from the shared pool.

Included data cannot be used while roaming overseas. Any unused data at the end of each monthly period is forfeited.

Plan	Minimum Monthly Fee	International Calls & Text	Network Access
3GB <small>Cost per MB: \$0.008138</small>	\$25.00 <small>Min. cost over term (Mths): 1: \$25; 24: \$600</small>	-	3G, 4G/4GX
10GB <small>Cost per MB: \$0.002930</small>	\$30.00 <small>Min. cost over term (Mths): 1: \$30; 24: \$720</small>	-	3G, 4G/4GX
20GB <small>Cost per MB: \$0.001953</small>	\$40.00 <small>Min. cost over term (Mths): 1: \$40; 24: \$960</small>	Unlimited to 15 Countries	3G, 4G/4GX
40GB <small>Cost per MB: \$0.001343</small>	\$55.00 <small>Min. cost over term (Mths): 1: \$55; 24: \$1,320</small>	Unlimited to 15 Countries	3G, 4G/4GX
60GB (5G) <small>Cost per MB: \$0.001302</small>	\$80.00 <small>Min. cost over term (Mths): 1: \$80; 24: \$1,920</small>	Unlimited to 15 Countries	3G, 4G/4GX, 5G

ADDITIONAL FEATURES

Additional Data Bolt-Ons are available for Domestic data use. Any data top-ups or bolt-ons added to a service that are unused at the end of a billing cycle may be banked as standard. Please refer to the Additional Features Sheet for more information.

OTHER INFORMATION

USAGE INFORMATION

The service must not be used to generate mobile terminating access or SMS messaging terminating access payments (for example, by using SIM boxing), to transmit, refile or aggregate domestic or international traffic on the network, as a call collection service and/or for the call redirection to call centres, call sinks or mass termination services, in such a way that use of the service is automatically generated by a device controlled by software and/or hardware, or with devices that switch or reroute calls to or from Telstra's network or any third party without Telstra's consent. Any such usage will result in suspension of your service.

Telair's Fair Use and Acceptable Use Policies apply which can be found on our website.

You can monitor your monthly usage using our online portal: <https://managemyaccount.com.au/index.php?r=site/login&id=159>

SERVICE SPEEDS

The network capability of Telair's 4G Mobile has access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4G. Upload speeds will typically be 1 to 40Mbps. On 3G, typical download speeds are 1.1 to 20Mbps and typical upload speeds are 300kbps to 3Mbps.

The network capability of Telair's 5G Mobile has access to download speeds up to a speed cap of 250Mbps on 4G and 5G. When connected to 5G, typical download speeds are 10Mbps up to the speed cap of 250Mbps, while when connected to 4G typical download speeds are 5Mbps to 180Mbps. Upload speeds on 4G and 5G will typically be 1 to 40Mbps. On 3G, typical download speeds are 1.1 to 20Mbps and typical upload speeds are 300kbps to 3Mbps.

EQUIPMENT

Handsets and other LTE devices used with a 5G plan that are not capable of 5G will only receive 4G service coverage.

COVERAGE

For 4G Mobile services, Telair Pty Ltd (ABN: 92 119 713 745) uses parts of the Telstra Mobile Network that cover more than 98.8% of the population with 3G and 97.9% of the population with 4G.

For 5G Mobile services, Telair Pty Ltd (ABN: 92 119 713 745) uses parts of Telstra's 5G, 4G and 3G mobile networks. The service provides 5G Coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage area footprint reaches more than 98.8% of the Australian population and covers more than 1.6 million square kilometres of the Australian landmass.

Check mobile coverage on our website at www.telair.com.au/mobile for further information.

BILLING

Your monthly charges and inclusions are metered and billed from the 28th to the 27th of each month. Plan changes made before the 27th are not eligible for pro-rata discounts and will be charged in full for the current month.

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. Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 so we can serve you better or you can visit us at www.telair.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 telair.com.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

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