

# CRITICAL INFORMATION SUMMARY

## Telair Mobile Super 12M (Sept-19)

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of the important bits about your **SUPER 12M** mobile plan. It covers things like the inclusions and how much it costs each month.

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

This plan has a 12-month minimum term.

### WHAT'S INCLUDED AND EXCLUDED

**Unlimited national call 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.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, satellite numbers, or used when roaming overseas. These will incur excess usage charges to your monthly bill.

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

**10GB + 15GB included data** - receive **10GB + 20GB** every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

**Included international call value** - receive **300** minutes every month to call landlines in 26 countries. Unused minutes expire each month and cannot be used while roaming overseas.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

Andorra	Bulgaria	Canada
China	Cyprus	Denmark
France	Germany	Guam
Hungary	Ireland	Israel
Italy	Luxembourg	Malaysia
Malta	Mexico	Netherlands
New Zealand	Poland	Portugal
Romania	Spain	Sweden
United Kingdom	USA	

### INFORMATION ABOUT PRICING

The minimum monthly charge is **\$45** (Total Minimum Contract Value \$540). Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill\*\*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

#### Standard Calls, SMS/MMS & Data Charges

Standard Call	Free of charge
Standard SMS	Free of charge
Standard MMS	Free of charge
Data	If you exceed your <b>10GB + 20GB</b> Monthly included value, you will be charged <b>\$0.03 per MB</b> . Sign up to a 1GB Auto bolt-on to receive <b>\$10 per excess GB</b> instead.

#### EARLY TERMINATION

An Early Termination Fee (ETF) of \$55 applies if you change plans, port your number away or cancel your service. The total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

#### 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 Data bolt-ons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet.

#### ADDITIONAL FEATURES

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service.

Please refer to Additional Features Sheet for more information.

*Committed to delivering what we promise*

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### OTHER INFORMATION

#### BILLING

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.

#### 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](http://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 [www.telair.com.au](http://www.telair.com.au).

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

#### ADDITIONAL TERMS

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

\*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period), and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. Telair provides Micro, Standard, Super, Max and Extreme mobile plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at [www.mobilemaps.net.au/4G](http://www.mobilemaps.net.au/4G). 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 5 September 2019. 18. Not to be used in conjunction with any other offer and/or promotion. 19. Telair reserves the right to vary the terms of these promotions at any time. 20. 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, or with devices that switch or reroute calls to or from the network to any third party. 21. Full terms and conditions as per the Application Form.

### Talk to us about...



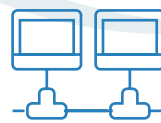
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

*Committed to delivering what we promise*