

### 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.

#### AVAILABILITY

Telair uses part of Telstra's 3G, 4G and 5G mobile network with a 4G coverage footprint of 97.9% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>.

#### MINIMUM TERM

The minimum term for this plan is **1 month**.

### 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.

This unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, directory services, satellite numbers, video MMS, Machine to Machine, eSIM capabilities or when roaming overseas. These will incur excess usage charges to 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.

**Static IP** addresses are not available for these services.

**Data Bank** - retain up to 500GB of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused data at the end of the month which would exceed the maximum allowed balance of 500GB is forfeited.

Downgrading to a smaller plan, changing to a plan not listed on this CIS, and cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

**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.

### 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.

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

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. Please refer to billing details for further information.

Excess usage charges will also apply if you exceed your monthly data inclusion and exhaust your banked allowance. The first 10GB of excess usage will be charged at a rate of **\$10 per 2GB block** (\$0.004883 per MB). Any further use is then charged at a rate of **\$0.020625 per MB**, calculated per KB of usage.

A \$20 SIM charge applies for any new connections.

Plan	Minimum Monthly Fee	International Calls & Text	Network Access
SMALL 3GB	\$30.00 <i>Min. cost over term: \$50</i>	-	3G, 4G/4GX
MEDIUM 10GB	\$35.00 <i>Min. cost over term: \$55</i>	-	3G, 4G/4GX
LARGE 22GB	\$45.00 <i>Min. cost over term: \$65</i>	Unlimited to 15 Countries	3G, 4G/4GX
SUPER 32GB	\$55.00 <i>Min. cost over term: \$75</i>	Unlimited to 15 Countries	3G, 4G/4GX
EXTREME 90GB	\$75.00 <i>Min. cost over term: \$95</i>	Unlimited to 15 Countries	3G, 4G/4GX
MAX 130GB	\$95.00 <i>Min. cost over term: \$115</i>	Unlimited to 15 Countries	3G, 4G/4GX
5G 60GB	\$90.00 <i>Min. cost over term: \$110</i>	Unlimited to 15 Countries	3G, 4G/4GX, 5G

### INFORMATION ABOUT PRICING (cont...)

#### 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.

#### 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.

#### USAGE & PROMOTIONAL DISCOUNTS

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

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.

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

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

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