

### 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.

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.

**Data Share** - combine the included data of up to 200 total Telair 4G Mobile 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.

**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.

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**. 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.

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

Plan	Minimum Monthly Fee	Data To Share	International Calls & Text	Network Access
SMALL (S)	\$30.00 <i>Min. cost over term: \$50</i>	3GB	-	3G, 4G/4GX
MEDIUM (M)	\$35.00 <i>Min. cost over term: \$55</i>	10GB	-	3G, 4G/4GX
LARGE (L)	\$45.00 <i>Min. cost over term: \$65</i>	20GB	Unlimited to 15 Countries	3G, 4G/4GX
EXTRA LARGE (XL)	\$60.00 <i>Min. cost over term: \$80</i>	40GB	Unlimited to 15 Countries	3G, 4G/4GX
5G	\$95.00 <i>Min. cost over term: \$115</i>	60GB	Unlimited to 15 Countries	3G, 4G/4GX, 5G

#### 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.

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

#### 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

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](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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