CRITICAL INFORMATION SUMMARY

For your residential SIM Only Mobile Broadband Service

Information about the service

Data allowance/month	100GB	200GB
Network Access	5G*	5G*
Plan download speeds caps^	Capped at 150Mbps (4G & 5G)	Capped at 250Mbps (4G & 5G)
Minimum Monthly Charge	$34.90	$49.90
One month minimum Term	✓	✓
Cost per GB of Data	$0.35	$0.25

^ Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.
* 5G network access requires a compatible mobile broadband device or tablet and is only available in selected areas. Plan will use 4G or 3G network where 5G network access is unavailable.

Service Description

This mobile broadband data plan is a "SIM Only" service and does not include a mobile broadband device, tablet or other hardware. You will require an unlocked compatible mobile broadband device to use this service.

This service is provided on a no lock-in contract basis and has a 1-month minimum term. You can cancel your service by submitting a cancellation request any time up until 5pm on the last day of the billing period for that service. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date. Included features and usage are prepaid at the start of each month.

Key Details

What's Included?
Your mobile broadband data service includes a monthly data allowance in line with your selected plan for use within Australia.

If you consume all your monthly data allowance, you will not be able to use your service until the start of your next billing period.

What's not included?

- This service does not include a mobile broadband device or hardware.
- You can only use your mobile broadband data service within Australia. International roaming is not available with this service.
- You cannot use your service to make voice calls or to send SMS or MMS.
- Databank, data pooling and data gifting are not available.

All Tangerine Telecom plans are subject to the Tangerine Telecom Fair Use Policy available on our website.

Other information

Usage and spend management
You can monitor your usage and manage your spend using the customer portal or by calling us on 1800 211 112.

Service details and coverage
Tangerine Telecom acts as a reseller and uses parts of Telstra's 5G, 4G and 3G mobile networks. For more information on coverage please see our Coverage Map. Tangerine Telecom is your service provider and we are responsible for providing your service to you. We are not affiliated or related to Telstra in any way.

Billing
We will bill you in advance for the first month's plan fees. From the second month, you will receive your account charges monthly via a bill issued on the date that your first service was activated. It is free

to receive your monthly bill online via the Customer Portal or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the Customer Portal; or
- by contacting Customer Service.

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of $15.00 will apply. We strongly recommend that your account is set up for direct debit to ensure that your account is paid on the due date and avoid any late fee.

Additional account fees

The following account fees apply:
Non-direct debit fee: $3.50
Paper Bill Fee: $3.50 (available on request only)
Late Payment Fee: $15.00
Bounce Payment Fee: $5.00
PayPal surcharge: 1%
Temporary suspension of service charge: $10.00 per each whole or partial billing period when a suspension due to credit management is in place.
Physical SIM replacement charge: $10.00

We Are Here to Help

If you have any questions, call us on 1800 211 112 or visit our website.

Complaints

If you have any concerns or complaints, see our 'Customer Complaints Handling Policy' on our website.
You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our *website*.