Critical Information Summary

For your residential SIM Only Mobile Phone Service

Information about the service

Data allowance/month	15GB	50GB	75GB	160GB
Network Access	5G**	5G**	5G**	5G**
Plan download speeds caps^	Capped at 150Mbps (4G & 5G)	Capped at 150Mbps (4G & 5G)	Capped at 150Mbps (4G & 5G)	Capped at 250Mbps (4G & 5G)
Minimum Monthly Charge	$30.00	$36.00	$42.00	$60.00
One month minimum term	✓	✓	✓	✓
Cost per GB of Data	$2.00	$0.72	$0.56	$0.37
Unlimited National Standard Calls & Texts	✓	✓	✓	✓
Included Standard MMS	2000	2000	2000	2000
Shared Number plan compatible	✓	✓	✓	✓
Unlimited Calls & SMS to Top 15 Countries*	✓	✓	✓	✓
Databank cap	1000GB	1000GB	1000GB	1000GB

^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.

*Includes unlimited standard calls to landlines and mobiles and unlimited standard SMS from within Australia to the following countries: Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK & USA

**5G network access requires a compatible mobile phone and is only available in selected areas.

Service Description

This mobile phone service is a "SIM Only" service and does not include a mobile phone. You will require an unlocked compatible mobile phone 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. Some additional service add-ons can be prepaid during a month. Non-prepaid usage is billed at the end of a month.

Key Details

What's Included?

- Unlimited calls to standard mobile and fixed numbers within Australia, including 13, 1300 and 1800 numbers^
- Unlimited standard text messages within Australia.^
- 2000 standard MMS per month within Australia.
- VoLTE, Wi-Fi calling, Voicemail, call forwarding, calling line identification and caller number display.
- A monthly data allowance in line with your plan, plus databank.

If you consume all your monthly data allowance, and available databank, you will not be able to use data until the start of your next billing period unless you purchase a Data Add-on.

What's not included?

- Calls from Australia to international countries, unless included in your plan or you purchase an international calling pack.
- MMS from Australia to international numbers.
- You can only use your service when travelling outside Australia if you purchase an International Travel Pack.
- Calls and messages to premium numbers are not enabled.
- Additional charges apply to directory assistance calls, SMS and calls to satellite services, and SMS from within Australia to international numbers. See our Standard Form of Agreement for more details about charges for non-prepaid usage.

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

International calling add-on packs

You can purchase international add-on packs for an allowance of call minutes to specified international countries. You cannot have two of the same pack type active at once. Two separate types of pack can be active concurrently. If packs are active concurrently, then your allowance from the pack with more minutes will be used first, where permitted based on included countries. Any unused calling minutes are forfeited at the end of the current billing period. If you cancel a recurring pack, this will take effect at the end of the current billing period. Cancelling a recurring pack will not impact any other purchased recurring packs.

Intl Calling Pack (Eligible Countries)	Cost	Standard Voice Calls
60 minutes Pack	$5	60 mins.
120 minutes Pack	$5	120 mins.
300 minutes Pack	$5	300 minutes

Visit our website to see countries included under the calling packs.

Shared Number plan

Our Shared Number plan lets you connect your cellular-enabled smartwatch to an eligible Tangerine mobile plan. This enables you to use your smartwatch to make and receive calls and use data, without your phone. A Shared Number plan will share your mobile plan's allocated data and call inclusions. A Shared Number Plan utilises the Telstra 4G mobile network and is available to customers with a compatible mobile phone, compatible smartwatch and eligible Tangerine Mobile Service in areas with Telstra 4G mobile coverage. See our website for BYO devices compatible with a Shared Number plan. A Shared Number subscription costs $10 per month and is charged in addition to the monthly cost of your mobile plan.

Databank and data gifting

Unused data from your monthly allowance or gifted will be rolled over to the next billing period (up to your databank cap). Rolled over data does not expire but will be forfeited if you cancel or downgrade plans. Your plan includes the ability to gift part of your standard monthly data allowance to other users with a Tangerine mobile service, subject to a cap of 50% of your standard monthly data allowance. A min. data gifting volume of 1GB per transaction applies. You cannot resell or regift any gifted data that you receive.

Data Add-on

Data Add-ons can be purchased for $12.50 for 3GB. Unused add-on data will roll into your databank at the end of the billing period (up to the cap).

International Roaming Travel Pack

You can only use your service when travelling outside of Australia if you purchase an International Roaming Travel Pack at the cost set out below. A Travel Pack is only available for use in the listed countries. Unused inclusions are forfeited on expiry of a Travel Pack.

International Roaming Travel Pack	Cost	Standard Voice Calls*	Standard SMS	Data allowance
Fourteen (14) Day Pack	$55	60 mins.	60	10GB
Seven (7) Day Pack	$35	30 mins.	30	5GB

*Both inbound and outbound calls will count towards your included voice call minutes.

Visit our website to see countries included under the Travel Packs.

Other information

Usage and spend management

To help you manage your use, you will be notified of your usage at around 50%, 85% and 100% for:

- your data usage from your data allowance under your Plan
- your data usage under any Data Add-on packs, or
- your call usage under any international calling packs.

You can also monitor usage and manage spend using the portal or by calling us on 1800 211 112. You can check your remaining data balance at any time for free by texting "bal" to 179.

Service details and coverage

Tangerine Telecom uses the Telstra Wholesale Mobile Network, click here to learn more. 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 as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on the date that your first service was activated. We will also bill you in advance for any Add-on plans. Non-prepaid usage is billed at the end of the month. See our Standard Form of Agreement for more details about charges for non-prepaid usage. It is free to receive your monthly bill online via the 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

A late payment fee of $15 will apply if your account is not paid in full within 5 days of your invoice due date. We recommend that your account is set up on direct debit to ensure that your account is paid on the due date to 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
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 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.