

**Critical Information Summary**

# 5G Mobile Plans

This document contains important information about your Comsource 5G Mobile Plan. It covers things like the length of your contract and how much you need to pay each month.

Your plan is for post-paid 5G mobile service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and have access to mobile data.

**Minimum Term**

The minimum contract term is 12 months unless specified otherwise on the service application form.

**Inclusions & Exclusions**

You can make unlimited standard national calls to fixed and mobile numbers, including unlimited voicemail retrieval, and calls to 1800 and 13/1300 numbers. You can send unlimited national SMS and photo MMS.

Your included value cannot be used for making calls or sending SMS to international numbers in countries not included in the Included International Calls section of this summary, video MMS, calls to satellite numbers, usage when roaming overseas, and special assistance numbers. These will incur excess usage charges to your monthly bill.

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

Unused data expires each month and cannot be used while roaming overseas.

**Pricing**



5G mobile plan	nano	super	max	extreme
Monthly Charge	\$25	\$45	\$65	\$75
Included Data	5GB	32GB	90GB	180GB
Minimum Contract Term	12 months	12 months	12 months	12 months
Total Minimum Cost	\$300	\$540	\$780	\$900
National Calls	Unlimited			
National SMS	Unlimited			
National Standard MMS	Unlimited			
Excess Data	\$10 per 1 GB Charged in 1 GB blocks			

**Billing**

We will bill you in advance for the minimum monthly charge. Your first bill will include charges for part of the month from when the service was activated as well as the minimum monthly charge in advance for the next billing cycle.

**Included International Calls**

You can make unlimited calls and send unlimited SMS from Australia to international numbers in Canada, China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, Thailand, United Kingdom, USA and Vietnam. Unlimited calls to these destinations are not included while roaming.

**Using Your Service Overseas**

Your monthly included call and data value do not include usage while you are overseas, so you will be charged separately for this usage. Roaming Data and Roaming Voice packs are available to be used overseas. Roaming is not available in all the countries.

**Non-Standard Usage Charges**

Usage Type	Connection Fee	Per Second Charge

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National Video Calls	\$0.413	\$0.037
International Video Calls	\$0.55	\$0.062
National Directory Assistance	\$0.688	N/A
International Directory Assistance	\$2.063	N/A
Telstra Mobile Satellite	\$0.50	\$0.025
Optus Mobilesat	\$0.45	\$0.041
National Video Calls	\$0.413	\$0.037
International Video Calls	\$0.55	\$0.062
National Directory Assistance	\$0.688	N/A
International Directory Assistance	\$2.063	N/A
Telstra Mobile Satellite	\$0.50	\$0.025

### **Disconnection Requests & Early Termination**

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee. The fee is calculated by multiplying the monthly charge by the number of months remaining in the contract term. You must provide 30 days' notice to us in writing to disconnect a service.

### **We Are Here To Help**

If you have any questions call us on 1300 882 896 or visit [www.comsource.com.au](http://www.comsource.com.au).