

MobileTalk T-Freedom



Critical Information Summary

Information about the service

Description of the service

Your **MobileTalk T-Freedom** plan is for a post-paid mobile phone service that gives you access to the Telstra 3G network, a mobile phone number and includes a monthly call and data allowance that can be used to make and receive calls, send and receive messages and access mobile data.

Bundling arrangements

You don't need to bundle this plan with any other Switched On service. However, you might be able to get additional discounts if you have another Switched On Service.

To be provided with a phone handset, you must have either a home phone or internet service with us.

Mandatory components

You need to bring your own Next G® or 4G compatible handset to use this service. Handsets that only operate on the 2100MHz network are not compatible with the Telstra Next G® network and can't access 3G data services.

If you choose to buy a phone from us you may be able to pay for it in monthly repayments.

Minimum term

This service is available on a **24 month** minimum term.

What's included?

This plan includes the following monthly inclusions for use within Australia:

\$200 - Monthly Call Allowance which you can spend on local, national and mobile calls, SMS, MMS and calls to 13/1300 and 1800 numbers. Your unused Monthly Call Allowances expires each month. Charges will apply once your monthly call allowance has been reached.

150 MB - Mobile Internet Data where 1GB (Gigabyte) = 1,024MB (Megabytes). Your unused Data Allowance expires each month.

Once your monthly data allowance has been reached, you will be charged for excess data usage at a rate of 50c per MB.

A range of data pack add-ons are available at an additional cost. Please call customer care for options and pricing.

What's not included?

Your Monthly Call Allowance cannot be used when travelling overseas or to call/text international destinations, mobile premium services, satellite numbers, 1234, 12455 and 12456 numbers or content charges (including third party charges). You will be charged extra for these. Call charges can be found at:

switchedonaustralia.com/residential/mobiletalk/plans.php#telstra

Information about pricing

Minimum monthly charge

The minimum amount that you'll pay per month is **\$35**.

Total minimum plan cost

The minimum amount you'll pay over the period of your plan term is **\$840** (plus any handset repayments, if applicable).

Maximum monthly charge

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. This is calculated as your minimum monthly access fee multiplied by the months remaining in your contract.

The maximum early termination charge you would have at the start of your service with us is **\$840** (plus any handset repayments if applicable). So for example, if you cancel in Month 13 of your contract the ETC will be: $\$840 - (13 \times \$35) = \$385$

Unit pricing information

You will be billed in 60 second increments.

Cost of making a 2 minute standard national mobile call (99¢ per minute plus 45¢ flagfall)	\$2.43
Cost of sending a standard national SMS	25c
Excess data charges	50c/MB
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls.	8.2

Got any Questions?

 **1300 455 620**

 info@switchedonaustralia.com

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Other charges

We'll provide your bill electronically via email at no charge. If you prefer, we can post you a paper bill for a small monthly fee of **\$2.50**.

Unfortunately, if you don't pay your bill by its due date we may charge you a late fee of **\$13.75** to cover our administration costs.

Other Information

Usage information

We have an easy-to-use usage meter where you can keep track of your usage, review your past statements and pay your bills. We'll also provide you with SMS usage alerts when you reach your monthly limit for your Call and Data Allowances. To view your usage, you can login to the customer portal at: switchedonaustralia.com/members.php

Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

International roaming

The cost of using your service overseas is much more expensive than in Australia. Your monthly plan allowance doesn't include use while you're overseas so you'll be charged separately for this usage. To avoid any nasty surprises, see telstra.com/info/roaming for information on roaming call and data rates.

Roaming is not activated by default on your service. To activate this part of the service you are required to contact us and pass a Credit Assessment before roaming can be activated. There may also be additional charges if you roam onto a different mobile network within Australia.

Coverage

For information on Telstra's mobile network visit: www.telstra.com.au/mobile-phones/coveragenetworks/our-coverage

Billing

Your bill is payable on the **15th of each month**. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected.

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, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month.

For more information on billing visit our website at: switchedonaustralia.com/members.php

Customer Service

We are committed to providing you with excellent service. If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to info@switchedonaustralia.com...we'd love to help you.

Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at: switchedonaustralia.com/complaints.php or switchedonaustralia.com/legal/legal.php#Policies

Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on: **1800 062 058** or by visiting the TIO website at: tio.com.au/making-a-complaint

This is a summary only – the full legal terms and conditions on which we provide our products and services are available at switchedonaustralia.com/legal/legal.php#SFCC

Information and pricing is correct at the time of printing and is inclusive of GST.

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