

# MobileTalk Talk 'n' Text



## Critical Information Summary

### Information about the service

Here's a quick summary of all the important bits about your **MobileTalk – Talk N Text plan**. It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post paid 'SIM-only' mobile phone service utilising the **Telstra 3G Network**, so you'll need to bring your own (BYO) mobile phone handset. This service can be used to make and receive domestic and international calls, send and receive messages (SMS) and multi-media messages (MMS), and to access mobile data services like internet browsing and email.

### EQUIPMENT REQUIRED FOR USE OF SERVICE

You don't have to bundle this service and no mandatory equipment is required for this offer to be purchased from Switched On Australia. To use this Mobile Service a GSM Mobile Handset is required. A GPRS enabled handset is required to access data services.

A Switched On SIM card is required in order to use the service. A **\$20** SIM card charge applies (for a Standard, Micro or Nano SIM). You can either port an existing Australian mobile phone number to your Switched On Mobile service; or we can allocate you a new number.

### MINIMUM TERM

There is no minimum term for your \$10 Switched-On BYO Mobile plan. It is a month to month contract with no fixed term.

### WHAT'S INCLUDED AND EXCLUDED?

Your Standard Included Call Value can be used for national SMS, MMS, national calls to mobiles and fixed line services, calls to special numbers including 1300, 13 and 1800.

No Data Allowance is included on this plan. A range of data pack add-ons are available at an additional cost. Please call customer care for options and pricing.

Your Standard Included Call Value can't be used for some things like: calls, SMS or MMS to international numbers or while overseas. Calls, SMS to premium numbers (e.g. 19xx numbers) and some satellite numbers, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges), so you'll be charged for making these. Charges for these calls, SMS and MMS can be found at:

[www.switchedonaustralia.com/residential/mobiletalk/t-basic.php](http://www.switchedonaustralia.com/residential/mobiletalk/t-basic.php)

### Information about Pricing

#### MINIMUM MONTHLY CHARGE

**\$10** - if you use more than your \$10 Monthly Call Allowance per month, or use your mobile for things not included in your Monthly Call Allowance, you'll have to pay more than \$10.

#### EARLY TERMINATION

You can move to another Switched-On Mobile plan as your needs change, free of charge. There is no early termination charge.

#### YOUR MONTHLY CALL ALLOWANCE

**\$10** Standard Included Call Value. Your unused Monthly Call Allowance expires each month.

#### STANDARD CALLS, SMS & DATA CHARGES

Here's some useful information for you to make it easier to compare between providers.

<b>Call</b>	A 2 minute standard national mobile call will cost you \$1.09 (33¢ per minute plus 43¢ flagfall). Calls are charged in 1 second increments.
<b>SMS</b>	A standard national text message will cost you 22¢
<b>Excess data</b>	You will be charged 0.77¢ per MB or part thereof

The cost of using 1MB of Data in Australia = 77c.

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **9** calls.

### Other Information

#### MOBILE COVERAGE

For information on Telstra's mobile network coverage visit:

[www.telstra.com.au/mobile-phones/coverage-networks/our-coverage](http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage)

Got any Questions?

 **1300 455 620**

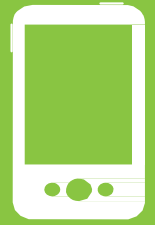
 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

 [switchedonaustralia.com](http://switchedonaustralia.com)

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## USING YOUR SERVICE OVERSEAS

Roaming internationally can be incredibly expensive as the rates and costs are largely determined by overseas providers and all roaming calls are charged in addition to your monthly access fees. Roaming is not activated by default on your service. To activate this part of the service you are required to contact us and pass Credit Assessment before roaming can be activated.

Your Monthly Call and Data Allowances don't include usage while you're overseas, so you'll be charged separately for this usage. You can find the rates for international usage at: [www.telstra.com/info/roaming](http://www.telstra.com/info/roaming)

There may also be additional charges if you roam onto a different mobile network within Australia.

## FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.switchedonaustralia.com/legal/legal.php#SFCC](http://www.switchedonaustralia.com/legal/legal.php#SFCC) for our Standard Form Customer Contract which sets out the terms and conditions on which we provide our products and services.

## BILLING

You will receive your bill free via email and can access it at any time online via My Account. If you'd like a paper bill posted, we can send you one for a fee of \$2.50.

Your bill is due on the same day of each month (i.e. 15 April, 15, May, 15 June). The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

Your monthly charges are billed pro rata according to your billing cycle. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

For more information on billing, go to:

[www.switchedonaustralia.com/members.php](http://www.switchedonaustralia.com/members.php)

## USAGE METER & RECORDS

We have an easy-to-use usage meter where you can go to check and monitor your usage, review your past statements and pay your bills.

To see your usage meter please go to:

[www.switchedonaustralia.com/members.php](http://www.switchedonaustralia.com/members.php) and log into the customer portal.

Please bear in mind that our records are coming through from our host network which runs around 48 hours behind actual usage and this delay could be greater if there are outages.

Please make sure you adjust your usage accordingly as notifications of usage and your usage meter may be affected by this delay.

## WE'RE HERE TO HELP

If there is anything at all you want to ask us or need help with, just call us on **1300 455 620** so we can serve you better.

Or you can visit us at [www.switchedonaustralia.com](http://www.switchedonaustralia.com) for additional information, including to access information about your usage of the service or to view the full terms and conditions for this plan.

## DISPUTE RESOLUTION PROCESS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at: <http://www.switchedonaustralia.com/complaints.php> or <http://www.switchedonaustralia.com/legal/legal.php#Policies>

If once you have accessed both our support and internal dispute resolution process, we still can't resolve your complaint to your satisfaction; you are within your rights to contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at:

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

Got any Questions?

 **1300 455 620**

 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

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