

# Small - MBB Plan

## Critical Information summary



### Information about the service

Here's a quick summary of the important bits about your **SMALL** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid mobile phone service plan. It gives you access to our network, and access to mobile data.

This plan has a one month minimum term.

### What's Included and Excluded?

**3GB included every month** - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/receiving calls and SMS.

### Information about Pricing

Minimum monthly charge is **\$30**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill\*.

Your monthly charges and inclusions are metered and billed from the 28<sup>th</sup> of the month to the 27<sup>th</sup> of the following month. Any plan upgrade or downgrade made on days other than the 27<sup>th</sup> of any month will be fully charged on the day of the change (current month) and on the 28<sup>th</sup> (month in advance). Please refer to billing details.

### Setup Fee

A My Telco Mate Mobile SIM is required in order to use the service. A **\$15** charge applies for a My Telco Mate Mobile SIM; this includes delivery in Australia.

### Early Termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

### Data charges

#### Data

If you exceed your **3GB** monthly included value you will be charged \$0.03 per MB

### Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### Additional Features

Domestic data bolt-ons are available for this service.

Please check Additional Features Sheet for more information about add-ons.

### Other information

If you have any questions, we encourage you to contact

**My Telco Mate**

**[cservice@mytelcomate.com.au](mailto:cservice@mytelcomate.com.au)**

**1300 696 283**

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: **[tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)**

Visit **[www.mytelcomate.com.au](http://www.mytelcomate.com.au)** to find more information about call and data usage.

\*Zero Bill Shock will block any data usage that would incur excess charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, send SMS and MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. MSS under the brand name My Telco Mate ACN 159527741 uses part of Telstra's 4G and 3G mobile network, providing a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.59 million square kilometres. 10. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets not capable of 4G will only receive 3G coverage. 12. Check mobile coverage at [www.mobilemaps.net.au/4G](http://www.mobilemaps.net.au/4G) 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.