

AussieTel Mobile Plan (SIM-Only)

PLAN	MONTHLY DATA	MONTHLY CHARGE	INT'L CALLS INCLUDED
ATSHARE-3	3GB	\$29 per month	No
ATSHARE-10	10GB	\$34 per month	No
ATSHARE-20	20GB	\$44 per month	15 Selected Countries*
ATSHARE-40	40GB	\$54 per month	15 Selected Countries*
ATSHARE-60 5G	60GB	\$64 per month	15 Selected Countries*

All prices are inclusive of GST.

Information about the service

This mobile phone service is a "SIM-Only" service for use with an existing mobile phone handset.

Requirements and Availability

You will need an unlocked mobile phone handset that can access the 5G or 4G network.

You may request a new phone number with this service, or alternatively you can request to port across an active number from another carrier.

Please note: If you are requesting to port a number from another carrier, AussieTel Mobile will not be liable for any fees or charges applied by the outgoing carrier.

What's Included

- Calls to mobile and landlines within Australia
- SMS & MMS Photo within Australia
- International calls to 15 eligible countries* on selected plans
- Voicemail
- Calls to 13 /numbers
- Call forwarding
- Data (GB) Allowance – Your Data Allowance depends on the plan selected.

Minimum Terms

This is a month-to-month service. The minimum term is 1 month.

International Calls

Selected Plans include international calls to mobile and landlines in 15 eligible countries:

China, Hong Kong, Malaysia, Singapore, UK, Germany, India, New Zealand, South Korea, Vietnam, Greece, Ireland, Indonesia, Thailand, USA.

International calls to all other Countries are charged at PAYG call rates.

A copy of Countries & PAYG call rates can be found on our [website](#).

Data Sharing

The monthly data allowance of up to 200 Mobile plans on your account is combined in to a single "Data Pool" for use each month.

Additional "Data Pools" can be added to the account if the total mobile plans exceeds 200 services.

Data Usage Cycle

Data is metered from the 28th to 27th of each month. Your new data usage cycle begins on the 28th of each month.

Excess Data Usage

Data usage will stop working on your phone for the month if your Data Pool Allowance is reached.

Exclusions

This plan is for use in Australia. International calls, SMS and MMS to a country not listed in the table above will be charged at PAYG rates.

Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at PAYG rates.

International Roaming

International Roaming is available in eligible countries. A daily roaming pack gives you unlimited calls and texts from eligible countries, plus 200MB of data for \$15 per day. It can be turned on by calling us on 1300 007 775 before you leave Australia.

Coverage

The mobile product of AussieTel Technologies provides a 5G coverage footprint of over 75% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. You can check if service is available at your location by using the coverage map on our [website](#).

Service Provider

AussieTel Technologies acts as a reseller and uses part of the 5G, 4G and 3G mobile network and capabilities of Telstra Corporation Limited to provide our mobile services. Despite this, AussieTel Technologies is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Billing

Your billing cycle will begin on the 1st of each month. We will bill you in advance for the minimum monthly charge and features.

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, as well as the minimum monthly charge in advance for the next billing cycle.

Early Termination Charges

There are no Early Termination Charges if you cancel this plan however, if you do cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Customer Service

We are here to help. If you have any questions, call us on 1300 007 775 or send an email to gday@aussietel.com.au

Fair Use Policy

Use of this Mobile service is subject to our Fair Use Policy. Details of our Fair Use Policy can be found on our [website](#)

Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to complaints@aussietel.com.au

Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman online at www.tio.com.au or by calling 1800 062 058.