

Critical Information Summary



AussieTel 5G Mobile Plan (Data Banking)

PLAN	MONTHLY DATA	MONTHLY CHARGE	INT'L CALLS INCLUDED
ATBANK-32GB 5G	32GB	\$49 per month	15 Selected Countries*
ATBANK-120GB 5G	120GB	\$64 per month	15 Selected Countries*
ATBANK-150GB 5G	150GB	\$74 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.

This service is provided with no lock in contract and has a 1-month minimum term.

Requirements and Availability

To access 5G, you will need a 5G compatible device, a 5G enabled plan, and be in the Telstra Wholesale 5G coverage area which now reaches at least 75% of the Australia population. View our [Coverage Map](#) to see where 5G is available.

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.

Minimum Terms

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

What's Included

- Calls to mobile and landlines within Australia
- SMS & MMS (Picture/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.
- Data Banking of up to 500GB

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 Banking

You can bank up to 500GB in unused data. At the end of your monthly data usage cycle, any unused data goes into your "data bank" for use in the next monthly billing cycle. Any banked data is forfeited if your mobile plan is downgraded. Any banked data will remain if your mobile plan is upgraded.

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.

You can check your data balance by dialling *159# on your mobile device.

Excess Data Usage

Data usage will stop working on your phone if you reach your Data Allowance (and there is no data in your data bank) for the month.

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.