

Critical Information Summary: Family & Friends International Mobile Plans

Information about the Service

Service Description	The service provided under this plan is a mobile phone service that allows you to make and receive calls, send and receive SMS messages, and access mobile data.
Bundling	We do not require you to bundle this plan with any other service or any equipment.
Minimum term(s)	There is no minimum term on this plan. Plan charges are payable in advance and there is no refund of any amounts if you cancel your service or transfer your number to a new provider.
Offer Includes	You can request a new number, or you can transfer an existing Australian Mobile number. Your monthly inclusions are set out in under the Information about Pricing section. Your unused monthly inclusions expire each month.
Exclusions and Limitations	<ul style="list-style-type: none"> This plan is only for use within Australia. If you exceed your included international minutes, or call a country not included, you will be charged at these rates here. Non-standard calls and SMS/MMS (such as call forwarding, directory assistance, time and weather services, video MMS) will be charged at Pay-As-You-Go rates. Calls to satellite numbers and some SENSIS numbers (1234, 12455 and 12456) are not supported. International Roaming is available upon request by calling the support number listed below. Click here to view roaming rates and travel packs. You will need to provide your own mobile handset to be able to access the service, it must be compatible with the 3G 850 MHz and both 4G 1800 MHz and 4G 700 MHz network.
Important Information	<p>Acceptable Use Policy</p> <p>An Acceptable Use Policy applies to this service, found in the Terms and Conditions - https://www.mynetfone.com.au/Terms-Conditions/Acceptable-Use-Policy</p>

Information about Pricing (All prices include GST)

See the below table for your plan pricing.

If you use services outside of your monthly inclusions, you'll have to pay more than your minimum monthly charge.

	1GB International	4GB International	10GB International	20GB International
Minimum Monthly Charge	\$13	\$22	\$30	\$40
Early Termination Charge	None, but if you cancel your plan, any remaining credit or amounts paid in advance will not be refunded.			
Included data counted in 1 KB increments	1GB	4GB	10GB	20GB
Standard calls/SMS/MMS to Australian landlines, mobiles and voicemail within Australia	Unlimited	Unlimited	Unlimited	Unlimited
Cost of 1MB of Data in Australia	\$0 for the data that is included in the plan. Where a 1GB Data bolt-on is applied to the service, the cost of using 1MB of data is \$0.01.			
International Calls/SMS/MMS	120 minutes to popular global destinations International Pay-As-You-Go (PAYG) rates apply to calls/SMS/MMS outside of the 120 mins inclusions.		120 minutes to popular global destinations Unlimited calls and SMS from within AU to China, Hong Kong, Malaysia, Singapore, UK, Germany, India, New Zealand, South Korea and USA. International Pay-As-You-Go (PAYG) rates apply to MMS and all other destinations.	
Total Min Cost	\$13	\$22	\$30	\$40

Auto Data Bolt-ons

You have selected a plan with 'Auto Data', this means that we will add a 1GB data bolt-on to your plan automatically each time your data is fully depleted, this will be added up to 5 times per plan cycle. Each 1GB data bolt-on costs \$8. The maximum charge you can incur for

automatic data bolt-ons is \$40 per plan cycle. After the 5th automatic data bolt-on has been depleted, data will be blocked, and you can choose to purchase ad-hoc 1GB data bolt-ons if you wish.

All data will expire upon your monthly renewal date, so if for example, an automatic data bolt-on is added 4 days prior to your renewal date, you will only have 4 days to use the data and then it will expire when your plan is renewed.

Billing Information

Billing Date	<p>You will be required to pay the plan fee upfront when you place your order for a SIM card. Once you have received your SIM card and activated the service, the plan will be applied to your service and this will become your billing date.</p> <p>We operate anniversary billing. This means that if you activate a service with us on days 1-28 in a given month, we will bill you on that same date each commencing month. Where your service is activated on days 29-31, we will bill you monthly on the 28th day commencing the following month. For example, if you activate your service on the 30th January, we will bill you on the 28th of each month thereafter. If you activate on days 29-31, a pro rata credit will be applied to your account for the days not used.</p>
Payments	<p>Payment option is credit card only; details must be supplied during the order and we will process payments automatically on the renewal date each month.</p> <p>Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice. You can access your invoice via our online portal at: https://activate.mynetfone.com.au</p>

Other Information

Changing Your Plan	You can request to change to a plan of higher or lower value, the change will take place at your next renewal date.
Access your call and data usage information	<p>We provide you with tools to be able to check your call and data usage. You can check your usage online via our portal at: https://activate.mynetfone.com.au</p> <p>You'll receive automated SMS notifications when you have used 50%, 85% and 100% of your included data allowance. These SMS notifications can be up to 48 hours behind real time usage, so they should only be relied upon as a guide.</p> <p>We'll also send you an SMS letting you know each time an automatic 1GB Data add-on is added to your service.</p>
Network Coverage	<p>The mobile product of MyNetFone provides 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.</p> <p>You should use our coverage maps available at http://mobilemaps.net.au/maps/mcm/4G.html to check whether the mobile service is available at the location where you would usually use the service.</p>
Customer Service contact details	<p>Customer Service 1300 731 048 Monday to Friday 8am to 12am & Saturday to Sunday 9am to 9pm AEST/AEDT</p>
How to access our dispute resolution process	<p>Submit your concerns via: https://www.mynetfone.com.au/Contact/Complaints</p>
TIO contact details	<p>At MyNetFone, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within MyNetFone and if you are still not satisfied with the offered resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>

The above information is based on the standard service offering and is only a summary. On occasion, MyNetFone may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.