

# Critical Information Summary

## for your SIM Only Mobile Phone Service

### Information about the Service

Monthly Data Allowance	10GB	22GB	32GB	42GB	100GB	60GB
Network Access	4G	4G	4G	4G	4G	5G**
Plan download speeds ^	Capped at 100Mbps (4G)	Capped at 100Mbps (4G)	Capped at 100Mbps (4G)	Capped at 100Mbps (4G)	Capped at 100Mbps (4G)	Capped at 250Mbps (4G and 5G)
Minimum Monthly Charge	\$22.00	\$27.00	\$33.00	\$38.00	\$55.00	\$60.00
One (1) Month Minimum Term	✓	✓	✓	✓	✓	✓
Cost per GB of Data	\$2.20	\$1.23	\$1.03	\$0.90	\$0.55	\$1.00
Unlimited National Standard Calls & Texts	✓	✓	✓	✓	✓	✓
Included Standard MMS	1000	1000	1000	1000	1000	1000
Unlimited Calls & SMS to Top 15 Countries*	✗	✓	✓	✓	✓	✓
Databank Cap	500GB	500GB	500GB	500GB	500GB	500GB

^ Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

\*Includes unlimited standard calls to landlines and mobiles and unlimited standard SMS from within Australia to the following countries: Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK & USA

\*\*5G network access requires a compatible mobile phone and is only available in selected areas.

### SERVICE DESCRIPTION

This mobile phone service is a "SIM Only" service and does not include a mobile phone. You will require an unlocked compatible mobile phone to use this service.

This service is provided on a no lock-in contract basis and has a 1-month minimum term. You can cancel your contract on at least 30 days' written notice, meaning it will take effect at the end of the next billing period. Included features and usage are prepaid at the start of each month. Some additional service add-ons can be prepaid during a month. Non-prepaid usage is billed at the end of a month.

### KEY DETAILS

#### What's Included?

- Unlimited calls to standard mobile and fixed numbers within Australia, including 13, 1300 and 1800 numbers
- Unlimited standard text messages within Australia
- 1000 standard MMS per month within Australia
- Voicemail, call forwarding, calling line identification and caller number display
- A monthly data allowance in line with your plan, plus databank

If you consume all your monthly data allowance, you will not be able to use data with your service until the start of your next billing period unless you purchase of a Data Add-on.

#### What's not included?

- You can only make calls from Australia to standard numbers in specified international countries if this is included in your plan or if you purchase an International Calling Add-on.
- You cannot send MMS from Australia to international numbers.
- You can only use your service when travelling outside Australia if you purchase an International Roaming Travel Pack.
- Calls and messages to premium numbers are not enabled.
- Additional charges apply to directory assistance calls, SMS and calls to satellite services, and SMS from within Australia to international numbers. See our Standard Form of Agreement for more details about charges for non-prepaid usage.
- Wi-fi calls are not enabled.

All More Telecom plans are subject to the More Telecom Fair Use Policy, which can be seen on our website.

#### INTERNATIONAL CALLING ADD-ON

An International Calling Add-on can be purchased for \$5.00 per month. An International Calling Add-on will be applied on a monthly recurring basis until you cancel it. If you cancel, this will take effect at the end of the current billing period. This allows 120 minutes of calls in total per month to any of the following countries:

Andorra, Bangladesh, Brazil, Canada, China, Cyprus, Czechia, Denmark, Estonia, France, Germany, Gibraltar, Greece, Greenland, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Korea (the Republic of), Luxembourg, Macao, Malaysia, Mexico, Monaco, Morocco, New Zealand, Norway, Romania, Singapore, Slovakia, Spain, Taiwan (Province of China), Thailand, Ukraine, United Kingdom, USA.

### Databank

Unused data from your monthly allowance (but excluding any data available under a Data Add-on) will be rolled over to the next billing period provided it does not exceed your databank cap. Rolled over data does not expire but will be forfeited if you cancel or downgrade your plan.

### Data Add-on

Data Add-ons can be purchased for \$12.50 for 3GB. A Data Add-on can be added to your service on a once-off or recurring basis until you cancel it. If a recurring Data Add-on is applied to your account, it will automatically recur when you have used all your data up to a maximum of 5 times during each billing period. If you cancel a recurring Data Add-on, this will take effect at the end of the current billing period. Unused add-on data is forfeited at the end of the current billing period.

### International Roaming Travel Pack

You can only use your service when travelling outside of Australia if you purchase a 5 or 10-day International Roaming Travel Pack at the cost set out below. A Travel Pack is only available for use in the listed countries. Unused inclusions are forfeited on expiry of a Travel Pack.

International Roaming Travel Pack (Eligible Countries) ^	Cost	Standard Voice Calls	Standard SMS	Data Allowance
Five (5) Day Pack	\$25	60 mins.	60	1GB
Ten (10) Day Pack	\$50	150 mins.	150	2GB

^ Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, China, Croatia, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey (UK), Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man (UK), Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Samoa, Singapore, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UK, USA, Vanuatu, Vietnam

## OTHER INFORMATION

### Usage and spend management

You will be notified of your data usage at around 50%, 85% and 100% of your data allowance under your Plan or any data Add-on to help you manage your use.

*This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the [Policies](#) page of our website.*

You can also monitor your usage and manage your spend using the customer portal [myaccount.more.com.au](https://myaccount.more.com.au) or by calling us on 1800 211 112. You can check your remaining data balance at any time for free by calling \*159#

### Service details and coverage

More Telecom acts as a reseller and uses parts of Telstra's 5G, 4G and 3G mobile networks, depending on the plan you select. For more information on coverage please see our [Coverage Map](#). More Telecom is your service provider and we are responsible for providing your service to you. We are not affiliated or related to Telstra in any way.

### Billing

We will bill you in advance each month for the minimum monthly charge. We will also bill you in advance for any Add-on Plan you purchase. Non-prepaid usage is billed at the end of a month. See our [Standard Form of Agreement](#) for more details about charges for non-prepaid usage. It is free to receive your monthly bill via email.

### Additional account fees

The following account fees apply:

- Non-direct debit fee: \$3.50
- Bounced/failed direct debit fee: \$11.00
- Paper Bill Fee: \$3.50
- Late Payment Fee: \$22.00
- Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place
- SIM replacement charge: \$10.00
- SIM provisioning charge: A \$10.00 SIM card fee will apply if you do not activate your service within 3 months after a SIM has been posted to you.

### We Are Here to Help

If you have any questions, call us on 1800 211 112, so we can serve you better. Or you can visit us at <https://www.more.com.au/> for additional information.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.moretelecom.com.au/policies](https://www.moretelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>