

Telstra SIM Only Plans



Managed Telco



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important information about the Telstra SIM Only 4G and 5G mobile plans. It covers things like call charges and how much you need to pay each month. These plans are for a post-paid SIM Only mobile phone service. It gives you access to the network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data. These plans are a month by month service.

Mandatory components:

You will require a mobile phone to use this service. Our service is a so-called BYO service, i.e. we will not supply you with a mobile phone.

What's Included

Plan	Monthly Fee	National calls	National SMS/MMS	Included data	Excess data charge	Maximum charge for early termination
5GB SIM	\$29.00	Unlimited	Unlimited	5GB	\$10 per GB	\$29.00
12GB SIM	\$35.00	Unlimited	Unlimited	10GB	\$10 per GB	\$35.00
25GB SIM	\$45.00	Unlimited	Unlimited	22GB	\$10 per GB	\$45.00
32GB SIM	\$55.00	Unlimited	Unlimited	32GB	\$10 per GB	\$55.00
50GB SIM	\$60.00	Unlimited	Unlimited	50GB	\$10 per GB	\$60.00
90GB SIM	\$70.00	Unlimited	Unlimited	90GB	\$10 per GB	\$70.00
120GB SIM	\$80.00	Unlimited	Unlimited	120GB	\$10 per GB	\$80.00
150GB SIM	\$85.00	Unlimited	Unlimited	150GB	\$10 per GB	\$85.00
180GB SIM	\$90.00	Unlimited	Unlimited	180GB	\$10 per GB	\$90.00

Information About Pricing

Charge Costs

Call charge - A 2-minute standard call will cost \$0

SMS/MMS charge - a standard SMS/MMS will cost \$0

Data - 1MB of data use in Australia will cost \$0 up to the plan inclusion then the excess data charge will cost \$10 per GB. (1GB = 1024MB)

Billing

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month. Your Account will be direct debited on the 15th of the month. If you elect to receive your invoices by post an additional \$5.00 charge is included per month per invoice. Emailed invoices are free.

International Inclusions

Included international call & SMS value is not available on the 5GB or 12GB plans. Only applicable to 25GB, 32GB, 50GB, 90GB, 120GB, 150GB or 180GB plans to landline and mobile numbers, as well as SMS (does not include video MMS) in 15 countries unless stated otherwise. (China, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand*, United Kingdom, USA, Vietnam) - * **does not include calls to mobiles.**

What's Excluded

All international roaming usage while the device is outside of Australia. Calls to international numbers not listed as part of the international countries bonus. Calls to premium numbers (e.g. 19xx numbers) and some satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges). Non-standard or premium SMS & MMS.

Minimum Term of Service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of activation.

Data Banking

Any unused data from the month can be rolled over to the next month and banked up to a maximum of 500GB. This is automatically activated upon service activation.

All prices quoted above Inc GST.

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Other Information

We're here to help

If you have any questions or need any technical support, just call us on **1300 778 390** so we can serve you better. You can also visit us at **orders.managedtelco.com**. for any additional information, including frequently asked questions and general information.

Usage information

To access information about your expenditure and data usage, you can call Customer Care on **1300 778 390**. Please note that mobile call and data records may not be displayed in real time and could be delayed up to 24 - 48 hours. You'll receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Value and Data Allowance. These SMS will not contain an unsubscribe facility.

Using your service overseas

International Roaming (making & receiving calls/accessing data overseas) is excluded from your call credit. These calls are very expensive and outside our control. To use your service overseas, you must first have international roaming activated by calling us on 1300 778 390 or email support@managedtelco.com. 24 hours' notice is required. You will be charged separately for this usage.

Complaints/Disputes

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at **orders.managedtelco.com**. where you will find further details to assist you on resolving your complaint.

If we can't resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>. For full contact information, visit [tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

This document is a summary only. The full terms and conditions and pricing for this plan can be found on our website at orders.managedtelco.com. Managed Telco ABN 94 728 647 519 uses part of Telstra's 5G & 4G mobile networks.

 **1300 778 390**

 **sales@managedtelco.com.**

 **orders.managedtelco.com.**

