

# Critical Information Summary

## SIM Only Mobile Plan



### INFORMATION ABOUT THE SERVICE

The service is a SIM-only mobile phone plan compatible on devices using the 3G/4G network. The plan is made up of 'Voice', 'Text' and 'Data' inclusions. Mobile coverage is delivered via Optus 4G and 3G mobile network.

#### Minimum Term

The S, S-U, M, L and XXL plans listed below are available on a month-to-month contract.

#### Data Charges

If you've reached the maximum limit of your data inclusion and not elected to be capped you will be charged \$10 per gigabyte for further data usage until 10GB over your plan limit (where the data component of the plan will be disabled and you need to contact SpinTel to remove the block). Data is calculated for both downloads and uploads and rounded in KB (per session). Additional data can be purchased in blocks for capped plans from "My Account" charged at \$12 for each additional 1GB.

#### Minimum Monthly Charges

The minimum monthly charge for the Mobile plan is the charge of your selected plan. For example, if you were to select the 'S' Month-to-month \$9.95 plan, you would be charged \$9.95 per month. This amount would increase if you exceed your included data inclusion, or use services outside of your plan inclusion (see 'Data Charges' above).

#### Unit Pricing

On the Mobile plan 'S' the cost of a two-minute national mobile call is \$0.099 (there is no flag fall charge). For Unlimited plans, the price per unit of voice 'Minutes' and 'SMS/MMS' is not applicable as the allowance is unlimited within Australia – please take note of the 'Acceptable Use Policy'.

The cost of using one megabyte of data on the month-to-month plans is \$0.0049 on the 'S' 2GB plan, \$0.0098 on the 'S-U' 1GB plan, \$0.003 on the 'M' 5GB plan, \$0.0028 on the 'L' 7GB plan, \$0.002 on the 'XXL' 15GB plan.

#### Minimum Total Cost

The minimum total cost for the Mobile plan is equal to the cost of your plan, plus a SIM activation fee of \$10 (free standard postage). For example, if you select the 'S' \$9.95 plan, the minimum total cost would be equal to \$9.95 + \$10 SIM card = \$19.95.

#### Early Termination

Month-to-month plans, and plans combined with an eligible ADSL/NBN Bundle may be cancelled at any time by providing us with 30 days' notice.

#### Plan Changes

Month-to-month plans may change between other Month-to-month plans at any time. The new plan is effective at the beginning of the following month (or your next billing cycle).

### INFORMATION ABOUT PRICING

	S	S-U	M	L	XXL
<b>Monthly Charges</b>	\$9.95	\$9.95	\$15.95	\$19.95	\$26.95
<b>Voice (Minutes)</b> <small>To standard Australian numbers</small>	100 Minutes \$0.10c Excess P/Min	Unlimited	Unlimited	Unlimited	Unlimited
<b>Text (SMS/MMS)</b> <small>To standard Australian numbers</small>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Data</b> <small>For use within Australia</small>	2GB	1GB	5GB	7GB	15GB
<b>International Calls Included</b>	None	None	None	None	None

<b>Postage/Activation</b>	Standard Postage	\$0.00	Express Postage	\$10.00	Activation	\$10.00
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<b>Other Rates</b>	<b>1800 Calls</b>	<b>International SMS</b>	<b>International MMS</b>	<b>National Video Calls</b>	<b>International Calls</b>
<b>Charge</b>	No Charge	\$0.35 per SMS	\$0.70 per MMS	\$1.00 per 60 secs	Variable pricing. See website for details

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## Included Eligible Usage

- The 'Voice' eligible call types are:
  - National Australian Mobiles and Landlines (including 13 and 1300 Numbers)
  - National Voicemail
  - Call Forwarding
- The 'Text' eligible messaging types are:
  - National SMS (160 characters incl. spaces)
  - National MMS
- The 'Data' eligible data type is:
  - National Data within Australia

Voice usage is billed in 60 second increments.

## OTHER INFORMATION

### Using Your Service Overseas

International roaming is switched off by default, to activate international roaming call our customer service team on 1300 303 375.

Please note customers must meet SpinTel requirements before international roaming can be activated. SpinTel reserve the right to refuse to activate international roaming on any mobile service.

International roaming charges are charged in excess of your normal plans Voice, Text and Data option. To view international roaming rates please visit our website at [spintel.net.au/products/mobile](http://spintel.net.au/products/mobile)

### ACMA levy

An annual mobile number levy is applied and determined by the Australian Communications and Media Authority (ACMA). As of 2017, the cost of such a levy is \$0.65. This fee will be added to your account as a once-off fee per year while you have an active service with us.

### Acceptable Use Policy

When signing up to a SpinTel service you agree to the Acceptable Use Policy (AUP). The purpose of SpinTel's AUP is to ensure all customers can access our services, and do not use our services in a manner that we consider 'unreasonable'.

The AUP outlines restrictions associated with 'commercial', 'excessive', 'unreasonable', and 'unlawful' use of the SpinTel service. Breaching the AUP may result in SpinTel disconnecting your account. To see the full AUP please visit [spintel.net.au/aup](http://spintel.net.au/aup)

### Monitoring Your Usage

You may view your usage by logging into the SpinTel member's portal My Account. You can also change your inclusions mid-month effective from the next billing cycle. My Account can be accessed through [my.spintel.net.au](http://my.spintel.net.au)

### Billing

You are billed according to your billing cycle. The first bill you receive will include charges for the days remaining in the month until your billing cycle ends. It may also include charges in advance for the next billing cycle.

Your call, text and/or data usage is based on your billing cycle and the first month bill may include proportional usage based on the remaining days in that billing cycle. This is known as pro-rata charges.

Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used.

### How to Contact SpinTel

Our call centre is available seven days a week from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

### Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at [spintel.net.au/complaints](http://spintel.net.au/complaints). If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: [www.tio.com.au](http://www.tio.com.au).

This is a summary only. Full terms and conditions are available at [spintel.net.au/terms](http://spintel.net.au/terms)

Information is current as of 01 January 2020 and may change with notice. All prices quoted include GST v1.27