

# 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 4G network. The plan is made up of ‘Voice’, ‘Text’ and ‘Data’ inclusions. Mobile coverage is delivered via Optus 4G mobile network.

#### Minimum Term

All plans listed below are on a month-to-month contract.

#### Data Charges

If you’ve reached the maximum limit of your data inclusion and are not on a capped plan, you will be charged \$10 per Gigabyte for further data usage until 10 Gigabytes 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 ‘25GB’ Month-to-month \$22.00 plan, you would be charged \$22.00 per month. This amount would increase if you exceed your included data inclusion and purchased additional data, or use services outside of your plan inclusion (see ‘Data Charges’ above).

#### Unit Pricing

The price per unit of voice ‘Minutes’ is not applicable as the allowance is unlimited within Australia – please take note of the ‘Acceptable Use Policy’.

The cost of using one Gigabyte of data on the month-to-month plans is \$0.60 on the 25GB plan, \$0.58 on the 50GB plan, \$0.35 on the 100GB plan, \$0.33 on the 200GB plan.

#### Minimum Total Cost

The minimum total cost for the Mobile plan is equal to the cost of your plan for example, if you select the ‘25GB’ \$22.00 plan, the minimum total cost would be \$22.00.

#### Early Termination

Month-to-month plans, and plans combined with an eligible Internet Bundle may be cancelled at any time, but you will be billed till the end of your current billing cycle (generally the end of the current calendar month).

#### Plan Changes

Month-to-month plans may change between other Month-to-month plans at any time but not at the discount price. The new plan is effective at the beginning of the following month (or your next billing cycle).

### INFORMATION ABOUT PRICING

	25	50	100	200
<b>Monthly Charges</b>	\$22.00	\$29.00	\$35.00	\$60.00
<b>Voice</b> (Minutes) <small>To standard Australian numbers</small>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Text</b> (SMS/MMS) <small>To standard Australian numbers</small>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Data</b> <small>For use within Australia</small>	25GB	50GB	100GB	200GB
<b>International Calls Included</b>	None	None	None	None
<b>Charges After Data Inclusion</b>	\$10 per GB	\$10 per GB	\$10 per GB	\$10 per GB

<b>Postage/Activation</b>	Standard Postage	\$0.00	Express Postage	\$10.00	Activation	\$0.00
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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

# Critical Information Summary

## 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, or the SpinTel Mobile app. 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 will include proportional usage based on the remaining days in that billing cycle.

Payment methods include direct debit from a nominated savings and cheque account, or credit and debit 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 Saturday and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375. Additionally, contact us online by clicking on the Chat icon on our website.

### 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 1 May 2023 and may change with notice. All prices quoted include GST v1.52