



Critical Information Summary

Medium: MBB Plan

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Information about the service

Here's a quick summary of the important bits about your **MEDIUM** mobile broadband plan. It covers things like the inclusions and how much you need to pay each month.

Your plan is for a post-paid mobile phone service. It gives you access to our network, and access to mobile data.

This plan has a one month minimum term.

What's Included and Excluded?

6GB – Your unused monthly included value expires each month. Your monthly included value can be used to access mobile internet.

This service can't be used for making calls or sending SMS to local or international numbers. Your monthly included value can't be used when travelling overseas.

Information about Pricing

Minimum monthly charge is **\$45**. If you use more than your monthly included value or use your mobile for things not included in your monthly included value, you'll have to pay more than \$45.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrades made on days other than the 27th of any month will be fully charged on the day of the change (current month) and also on 28th (month in advance). Please refer to billing details.

Early Termination

There is no early termination fee (ETF) and this service can be cancelled at any time. If you do decide to cancel the service at any time the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

Data charges

Data

If you exceed your **6GB** monthly included value you will be charged \$0.03 per each MB

Using your service overseas

Your Monthly included value doesn't include usage while you're overseas, so you'll be charged separately for this usage.

Other information

If you have any questions, we encourage you to contact your agent:

Candour Communications

info@candour.com.au

1300 651 350

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: tio.com.au/about-us/contact-us

Visit www.candour.com.au to find more information about call and data usage.