



Critical Information summary

Nano Plan

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Information about the service

Here's a quick summary of the important bits about your **NANO mobile 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, a mobile phone number, and let you make and receive calls, send and receive messages, and access to mobile data. This plan has a one-month minimum term.

What's included and excluded

\$200 Standard included call value – with your monthly plan you can make unlimited calls to 1800, calls to **Candour Communications** other 4G mobile services and send Unlimited SMS when in Australia. Your MMS, national Standard calls including 13xx, voicemail retrieval, are deducted from your Included Value of \$200.

Your included value **can't** be used for making calls to international numbers, usage when travelling overseas, calls, MMS or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges).

200MB included value data - Your unused included value expires each month. Your Monthly included value can be used to access the internet.

Information about pricing

The minimum monthly charge is **\$20**. You will be billed at standard rates if you use more than your monthly call or data included value, or use your mobile for Non-included calls may be overuse of Included Value, and all other call types. E.g. International calls, SMS, MMS and International Roaming are not included in your monthly call or data included value.

For minimum monthly spend you can make unlimited calls to 1800, calls to **Candour Communications** other 4G mobile services and send Unlimited SMS when in Australia. Your MMS, National Standard calls including 13xx, voicemail retrieval, are deducted from your Included Value of \$200.

In addition, you have 200MB of included value data.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade 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 end of the current billing period.

Standard calls, SMS/ MMS and data charges

Call	A 2 minute Standard Call will cost you \$2.38 (\$0.40 flagfall plus \$0.99 per minute). Calls are charged in 60 second increments.
SMS	Free of charge
MMS pxt	\$0.50 per MMS - pxt
MMS video	\$0.75 per MMS - video
Data	If you exceed your 200MB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.

Using your service overseas

Your Monthly Call and Data included value doesn't include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Critical Information Summary.

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.

MSS ACN 606 336 832 under the brand name Candour Communications, ABN 62 635 605 403 uses part of Telstra's 4G and 3G mobile network. MSS under the brand name Candour Communications Nano mobile plan provides a combined 4G and 3G coverage footprint of 98.5% and a 4G coverage footprint of 92% of the Australian population covering 1.3 million square kilometres. Handsets not capable of 4G will only receive 3G coverage. Check your area at <http://mobilemaps.net.au/maps/mcm/4G.html>