



Critical Information summary

**Standard Plan**

# Standard Plan



## Information about the service

Here's a quick summary of the important bits about your **STANDARD** 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

Unlimited included call value - with your monthly plan you can make unlimited National Standard calls to any fixed and mobile numbers, including unlimited SMS, MMS, voicemail retrieval, 1800, 13xx calls.

Your unlimited included value **can't** be used for making calls to international numbers, usage when travelling overseas, calls 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).

3GB 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 **\$45**. You will be billed non-included value rates if you use more than your monthly data included value per month, or use your mobile for Non-included calls, and any other non-standard call types (e.g. International calls, SMS, MMS International Roaming and special numbers).

You can make Unlimited National Standard calls to fixed and mobile, including unlimited SMS, MMS, voicemail retrieval, 1800, 13xx. In addition you have 3GB 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

|                       |                |
|-----------------------|----------------|
| <b>Standard Calls</b> | Free of charge |
|-----------------------|----------------|

|                |                |
|----------------|----------------|
| <b>SMS/MMS</b> | Free of charge |
|----------------|----------------|

|             |   |
|-------------|---|
| <b>Data</b> | If you exceed your <b>3GB</b> 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 section.

## Other information

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

**Candour Communications**

[info@candour.com.au](mailto: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](http://tio.com.au/about-us/contact-us)

Visit [www.candour.com.au](http://www.candour.com.au) to find more information about call and data usage.