

CRITICAL INFORMATION SUMMARY

# EXTREME MOBILE PLAN

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## Critical Information Summary

### Information about the service

Here's a quick summary of the important bits about your **EXTREME EOFY Booster** mobile plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

#### Minimum Term

This plan is in a 12-month contract term. Early Termination Fees apply.

### What's included and excluded

**Unlimited national call value** - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, video MMS, calls to satellite numbers, usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

**30GB + 30GB included data** - receive **30GB + 30GB** every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

**Included international call value** - receive unlimited landline calls to 10 countries. Cannot be used while roaming overseas.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

Canada  
China#  
Germany#  
Hong Kong#  
India#  
Malaysia#  
New Zealand#  
Thailand  
United Kingdom#  
USA

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*#includes calls to mobile*

### Information about pricing

The minimum monthly charge for a 12-month contract is **\$60** (Total Minimum Contract Value \$720). Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill\*\*.

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 on the 28th (month in advance). Please refer to billing details.

#### Early termination

An Early Termination Fee (ETF) of \$55 (inc GST) applies if you change plans, port your number away or cancel your service.

The total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

# MAX MOBILE PLAN

## Critical Information Summary



### Standard calls, SMS/MMS and data charges

Standard Call	Free of charge
Standard SMS/MMS	Free of charge
Data	<p>If you exceed your <b>30GB + 30GB</b> Monthly included value, you will be charged \$0.03 per MB.</p> <p>Sign up to 1GB Auto bolt-on to have \$10/GB</p>

### Using your service overseas

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data bolt-ons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### Additional Features

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service.

Please refer to Additional Features Sheet for more information.

### 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.

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

\*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of MSS provide Candour Communications Micro, Standard, Super, Max and Extreme mobile plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 23 April 2019 to 22 July 2019. 18. Not to be used in conjunction with any other offer and/or promotion. 19. Candour Communications reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions as per the Application Form.