

QTelecom Mobile Phone Plans

Information about the service

QTelecom's mobile services are post-paid and offer an Included Call Value that can be used to make national phone calls and send SMS messages, plus an Included Mobile Data allowance, on a month-to-month basis.

See the below table for full details of the service inclusions.

Minimum Terms

A minimum term of one month applies.

Mandatory components

You will require a mobile phone to use this service.

Our service is a so-called BYO (bring your own) service, i.e. we do not supply mobile phones.

What's not included

Your included value (both Call and Data) does not include making calls and sending SMS/MMS to international numbers/destinations, satellite numbers, or overseas roaming.

Calls and SMS/MMS to premium numbers such as 19xx numbers, some operator assisted and info numbers, third party content numbers and directory assistance numbers are also not included.

Additional charges will apply for any use of the service outside of the included value.

Information About Pricing

Monthly Charges

Mobile Plan	Included Call Value*	Monthly Included Data	SMS	International Calls	Minimum Monthly Charge
Micro	Unlimited	200 MB	Free of Charge	No Inclusions	\$11
Standard	Unlimited	4 GB	Free of Charge	100 minutes per month**	\$30
Super	Unlimited	30 GB	Free of Charge	300 minutes per month**	\$40
Max	Unlimited	40 GB	Free of Charge	300 minutes per month**	\$50
Extreme	Unlimited	75 GB	Free of Charge	Unlimited minutes to 15 Countries^	\$60

Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300.

1800 numbers are free.

*Call costs - 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.

Critical Information Summary



****The Included Calls to 26 Countries applies for calls made to the following countries:**

Andorra	Bulgaria	Canada
China#	Cyprus	Denmark
France	Germany	Guam
Hungary	Ireland	Israel
Italy	Luxembourg	Malaysia
Malta	Mexico	Netherlands
New Zealand	Poland	Portugal
Romania	Spain	Sweden
United Kingdom	USA	
# – Includes calls to mobile		

^List of countries included in the Unlimited Calls to 15 Countries

China#	Germany	Greece
Hong Kong	India	Indonesia
Ireland	Malaysia	New Zealand
Singapore	South Korea	Thailand
United Kingdom	USA	Vietnam
# – Includes calls to mobile		

Usage can be checked in your Account Toolbox via our website at <http://customerportal.telcoinbox.com/index.php?r=site/login&id=71>.

Please note that mobile records may not be displayed in real time and may take up to 24 hours to populate.

Excess Usage

We'll provide you with text usage alerts at 50%, 80% and then again at 100% of your Included Call and Data Allowance.

If you exceed your Monthly Data Allowance, you will be charged 3c for each MB you use over the Allowance MB.

Using your Service Overseas

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage.

We offer the following International Roaming Travel Packs for customers; please call **1300 857 863** or send an email to enquiries@qtelecom.com.au to request an International Roaming Travel Pack.

Travel Pack	Price	Validity Period	Included Voice	SMS	Included Data	Destinations
5 Day Pack	\$45	5 days	60 minutes	60 messages	800 MB	64
10 Day Pack	\$80	10 days	150 minutes	150 messages	2 GB	64
20 Day Pack	\$150	20 days	360 minutes	360 messages	6 GB	64

Critical Information Summary



Cancellation & Termination Fees

There are no cancellation/termination fees on the QTelecom mobile plans other than the one-month service fee that is paid in advance as part of the service.

Other Information

Customer Service Contact

You can contact our QTelecom Customer Support representatives for billing, sales or support via email at enquiries@qtelecom.com.au; or telephone on **1300 857 863**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing either via email to enquiries@qtelecom.com.au or via hard copy to:

*QTelecom
Att: Operations Manager
PO Box 1749
Geelong VIC 3220*

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

This document is a summary only, for full terms and conditions visit our website at www.qtelecom.com.au.