

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. This is a post-paid mobile phone service plan. It 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. This plan has a one-month minimum term.

What's included and excluded

While in Australia, you can make unlimited calls to 1800, calls to **QTelecoms's** other 4G mobile services and send unlimited SMS to national and standard numbers.

\$200 Standard included call value –MMS, standard national calls to Australian numbers (including 13xx* and voicemail retrieval), are deducted from your Included Value of \$200.

Your included value **can't** be used for making calls and SMS to international numbers, satellite numbers and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers) 1234, 12455, 12456 numbers or other content charges (including third party charges) are barred.

200MB included value data - Your unused included value expires each month, and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$20**. Excess Usage charges apply if you use more than your included data or call value, or make calls, send SMS or MMS to any of the non-included numbers, when roaming overseas, etc. If you desire, ask us about opting in to Zero Bill Shock to have 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 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, 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 standard	\$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 included call and data 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 Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

Other information

If you have any questions, please contact:

QTelecom

support@qtelecom.com.au

1300 857 863

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.qtelecom.com.au to find more information about call and data usage.

* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. MSS ACN 606 336 832 under the brand name [SP name and ACN] uses part of Telstra's 4G and 3G mobile network. MSS under the brand name [SP name]'s Nano mobile plan provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.5 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>

Mini Plan

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Information about the service

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

This is a post-paid mobile phone service plan. It 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. This plan has a one-month minimum term.

What's included and excluded?

While in Australia, you can make unlimited calls to 1800, calls to **QTelecom's** other 4G mobile services and send unlimited SMS to national and standard numbers.

\$1000 Standard included call value –MMS, standard national calls to Australian numbers (including 13xx* and voicemail retrieval), are deducted from your Included Value of \$1000.

Your included value **can't** be used for making calls and SMS to international numbers, satellite numbers and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers) 1234, 12455, 12456 numbers or other content charges (including third party charges) are barred.

1.5GB included value data - Your unused included value expires each month, and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$35**. Excess Usage charges apply if you use more than your included data or call value, or make calls, send SMS or MMS to any of the non-included numbers, when roaming overseas, etc. If you desire, ask us about opting in to Zero Bill Shock to have 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 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, 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/Standard MMS	Free of charge
Data	If you exceed your 1.5GB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.

Using your service overseas

Your monthly included call and data 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 Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

Other information

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

* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. MSS ACN 606 336 832 under the brand name [SP name and ACN] uses part of Telstra's **Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges (those not included in your plan allowance) to you bill.

4G and 3G mobile network. MSS under the brand name [SP name]'s Mini mobile plan provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.5 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>

Standard Plan

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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.

This is a post-paid mobile phone service plan. It 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.

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 fixed and mobile, including unlimited SMS, standard MMS, voicemail retrieval, 1800 and 13xx calls

Your unlimited included value **can't** be used for making calls and SMSs to international numbers, satellite numbers, and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers), 1234, 12455, 12456 or other content charges (including third party charges) are barred.

3GB included data - Your unused included data expires each month and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$45**. Excess Usage charges apply if you use more than your included data, or make calls, send SMS or MMS to any of the non-included numbers, and when roaming overseas. If you desire, 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 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, the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

Standard calls, SMS/MMS and data charges

Standard Calls	Free of charge
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SMS/MMS standard	Free of charge
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Data	If you exceed your 3GB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.
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Using your service overseas

Your monthly Included Call and Data 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 Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

Other information

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

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Super Plan

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Information about the service

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

This is a post-paid mobile phone service plan. It 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.

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 fixed and mobile, including unlimited SMS, standard MMS, voicemail retrieval, 1800 and 13xx calls

Your unlimited included value **can't** be used for making calls and SMSs to international numbers, satellite numbers, and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers), 1234, 12455, 12456 or other content charges (including third party charges) are barred.

6GB included data - Your unused included data expires each month and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$55**. Excess Usage charges apply if you use more than your included data, or make calls, send SMS or MMS to any of the non-included numbers, and when roaming overseas. If you desire, 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 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, the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

Standard calls, SMS/MMS and data charges

Standard Calls	Free of charge
SMS/MMS standard	Free of charge
Data	If you exceed your 6GB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.

Using your service overseas

Your monthly Included Call and Data 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 Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

Other information

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Max Plan

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Information about the service

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

This is a post-paid mobile phone service plan. It 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.

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 fixed and mobile, including unlimited SMS, standard MMS, voicemail retrieval, 1800 and 13xx calls

Your unlimited included value **can't** be used for making calls and SMSs to international numbers, satellite numbers, and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers), 1234, 12455, 12456 or other content charges (including third party charges) are barred.

9GB included data - Your unused included data expires each month and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$65**. Excess Usage charges apply if you use more than your included data, or make calls, send SMS or MMS to any of the non-included numbers, and when roaming overseas. If you desire, 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 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, the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

Standard calls, SMS/MMS and data charges

Standard Calls	Free of charge
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SMS/MMS standard	Free of charge
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Data	If you exceed your 9GB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.
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Using your service overseas

Your monthly Included Call and Data 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 Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

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