

A young woman with long, dark, wavy hair is smiling broadly while talking on a black mobile phone. She is wearing a grey t-shirt. The background is a plain, light-colored wall.

Mobile Critical Information Summaries
December 2015

MSS Nano Mobile Plan

Critical Information Summary

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 lets 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 - Your unused Monthly Call Allowance expires each month
Unlimited SMS and calls to 1800 numbers.

200MB – Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance 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).

Information about Pricing

Minimum monthly charge is **\$20**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than **\$20**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

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 time of cancellation of the service.

Standard Calls, SMS 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

Data If you exceed your **200MB** 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.

Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service. Alternatively, you can contact us on **1300 857 863**

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

You can find some more information about call and data usage information at www.qtelecom.com.au

All prices Inc GST

 1300 857 863



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MSS Mini Mobile Plan

Critical Information Summary

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.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets 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?

\$500 Standard Included Call Value - Your unused Monthly Call Allowance expires each month
Unlimited SMS and calls to 1800 numbers.

1.5GB – Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance 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).

Information about Pricing

Minimum monthly charge is **\$35**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than **\$35**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

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 time of cancellation of the service.

Standard Calls, SMS 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

Data If you exceed your **1.5GB** 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.

Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service. Alternatively, you can contact us on **1300 857 863**

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MSS Standard Mobile Plan

Critical Information Summary

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 lets 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?

\$800 Standard Included Call Value - Your unused Monthly Call Allowance expires each month.

Unlimited SMS and calls to 1800 numbers.

2.5GB – Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance 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).

Information about Pricing

Minimum monthly charge is **\$45**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than **\$45**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

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 time of cancellation of the service.

Standard Calls, SMS 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
Data	If you exceed your 2.5GB 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.

Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service. Alternatively, you can contact us on **1300 857 863**

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
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MSS Super Mobile Plan

Critical Information Summary

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.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets 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?

\$1500 Standard Included Call Value - Your unused Monthly Call Allowance expires each month.

Unlimited SMS and calls to 1800 numbers.

4GB - Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance 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).

Information about Pricing

Minimum monthly charge is **\$55**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than **\$55**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

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 time of cancellation of the service.

Standard Calls, SMS 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

Data If you exceed your **4GB** 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.

Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service. Alternatively, you can contact us on **1300 857 863**

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

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MSS Max Mobile Plan

Critical Information Summary

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.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets 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 Standard Included Call Value - Your unused Monthly Call Allowance expires each month

Unlimited SMS and calls to 1800 numbers.

5GB -Your Monthly Data Allowance can be used to access mobile internet. Your unused Monthly Data Allowance expires each month.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance 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).

Information about Pricing

Minimum monthly charge is **\$65**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than **\$65**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

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 time of cancellation of the service.

Standard Calls, SMS and Data Charges

Call	Free of charge
SMS	Free of charge
Data	If you exceed your 5GB 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.

Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service. Alternatively, you can contact us on **1300 857 863**

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

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International Roaming

Critical Information Summary

Information about the service.

Here's a quick summary of all the important bits about your Postpaid Mobile Service Solutions Mobile International Roaming Facility.

It covers things like the length of your contract and how much you need to pay each month.

International Roaming charges apply to your post-paid mobile phone service when you use it in countries outside Australia. It gives you access to mobile phone networks, your mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

What's Included and Excluded?

International Roaming charges apply to usage of call, messaging and data services, including receiving calls and MMS messages.

Information about pricing.

Usage of your Mobile in countries outside Australia is charged outside of your standard monthly Access fee. Rates for different services vary from country to country, according to the tables below.

International Roaming Band Structure	Calls Made & Received per 60 seconds
Countries in Zone 1	\$1.500
Countries in Zone 2	\$2.000
Countries in Zone 3	\$2.500
Countries in Zone 4	\$3.000
Countries in Zone 5	\$3.500
Countries in Zone 6	\$4.000
Countries in Zone 7	\$4.500
Countries in Zone 8	\$5.000
International Roaming SMS	Flagfall / Per Message
Sending SMS (per message)	\$0.750
International Roaming Data	Per Megabyte
Data Roaming charges (per MB)	\$3.000

All prices Inc GST

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International Roaming

Critical Information Summary

Country	IR Zone	IR Data Pack
Austria	4	YES
Belgium	6	NO
Bolivia	5	NO
Brazil	5	NO
Bulgaria	5	NO
Canada	4	YES
Cook Islands	4	YES
Croatia	7	NO
Czech Republic	7	NO
Denmark	2	YES
East Timor	3	YES
Egypt (Arab Republic)	7	NO
Estonia	5	NO
Fiji	3	YES
Finland	1	YES
Former Yugoslav Rep of Macedonia	4	YES
France	3	YES
Germany	2	YES
Greece	2	YES
Guernsey (UK)	2	YES
Hong Kong	3	YES
Hungary	4	YES
India	5	NO
Indonesia	6	NO
Ireland	3	YES
Israel	6	NO
Italy	2	YES
Japan	4	YES
Kuwait	8	NO
Latvia	6	NO
Lithuania	7	NO
Malaysia	2	YES
Malta	8	NO
Mexico	7	NO

New Caledonia	2	YES
New Zealand	1	YES
Nigeria	3	YES
Norway	2	YES
Palestine	6	NO
Papua New Guinea	5	NO
Philippines	4	YES
Poland	6	NO
Portugal	2	YES
Qatar	7	NO
Romania	6	NO
Russia	8	NO
Samoa	5	NO
Singapore	1	YES
Slovak Republic	4	YES
South Africa	1	YES
South Korea	3	YES
Spain	5	NO
Sweden	3	YES
Switzerland	4	YES
Taiwan	2	YES
Thailand	3	YES
Turkey	6	NO
UK	2	YES
USA	4	YES
Vietnam	2	YES

All rates listed in \$AUD. Calls rates are shown per minute and charged with an initial increment of 60 seconds and per 60 seconds thereafter.

GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).

All prices Inc GST

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International Roaming

Critical Information Summary

International Roaming Call, SMS and Data Charges

Call	Call A 2 minute standard call will cost you: <ul style="list-style-type: none">- \$3.88 in countries in Zone 1- \$4.38 in countries in Zone 2- \$4.88 in countries in Zone 3- \$5.38 in countries in Zone 4- \$5.88 in countries in Zone 5- \$6.38 in countries in Zone 6- \$6.88 in countries in Zone 7- \$7.38 in countries in Zone 8 Calls charged in 60 second increments.
SMS	SMS A message to an Australian Mobile number will cost you \$0.75 in countries in any Zone.
Data usage	Data usage is charged at \$3.00 per MB in countries in countries in any Zone.

Early Termination

This service can be cancelled at any time. The amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service. Blocking and unblocking of access to International Roaming can be done by calling us on **1300 857 863**

How to activate International Roaming

In default, International Roaming is not activated. Please call **1300 857 863** to activate.

Other Information

We're here to help

If you have any questions, just call us on **1300 857 863** so we can serve you better. Or you can visit us at **www.qtelecom.com.au** for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at **www.qtelecom.com.au**

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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