

## Critical Information Summary

### Australia Post Mobile –\$20, \$30, \$40 and \$300 Plans

#### Service description

The service provides you with a mobile phone number and access to the Optus 4G Plus network for you to make and receive calls, send and receive SMS and use mobile data.

#### Fair Go Policy

The service is subject to our [Fair Go Policy](#) which ensures that all our customers can access the services; and do not use the services in a manner that we consider ‘unreasonable’ or ‘unacceptable’.

#### Information about pricing

Mobile Plans	\$20	\$30	\$40	\$300
Minimum plan cost	\$20	\$30	\$40	\$300
Expiry	30 days	30 days	30 days	365 days
Network access	Optus 3G, Optus 4G Plus			
National calls and SMS	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail. Unlimited standard national SMS and MMS.			
International calls	Not included	\$50 included	\$300 included	Not included
International call rates	N/A	See the <a href="http://australiapostconnect.com.au">australiapostconnect.com.au</a> website for International call rates. Billed in 30 second increments.		N/A
Data allowance (Australia only)	15GB	30GB	50GB	240GB
Additional data	Once you have reached your data allowance, you can purchase additional data for \$5 per 1GB (\$0.005 per MB).			
Data sharing	Data is shared across all your services under the same account.			N/A
Data rollover	Rollover up to 100GB of unused data when you renew before expiry.			
Data gifting	You can gift 1GB of data to any active Australia Post Mobile to a maximum of 5GB/60GB per renewal period (being 30/365 days). Customers must have more than 1.5GB remaining to gift data.			
International roaming	Not included			
Cancellation fees	There are no cancellation fees. Any remaining call or data credits will not be refunded.			
Exclusions and limitations	Commercial, non-personal, overseas, and machine to machine (M2M) use is excluded. Standard calls exclude calls to international numbers, satellite and premium numbers (e.g. 19xx numbers). Standard national SMS and MMS exclude messages to international, satellite and premium numbers.			

#### Other Important Information

##### Device requirements

You will require a mobile device that is compatible with the Optus 3G or 4G Plus Network and is not locked to another carrier. If you are unsure if your device is locked, you may need to contact your previous provider. Unlocking fees may apply.

## How to purchase

Australia Post Mobile plans can be purchased online at [australiapostconnect.com.au](https://australiapostconnect.com.au) using a credit card or in-store at your local participating Post Office.

## Plan changes

During your renewal period you can request a change of plan which will take effect upon expiry of the current renewal period.

## When your plan credit expires

Your plan credit balance and any data top-ups expire at the end of your plan expiry period at 11:59pm AEST/AEDT.

## Plan renewal, suspension and termination

To continue using your service you must pay on or before the end of your current renewal period (expiry date). Payment can be by auto renewal or manual payment via credit card (Visa/Mastercard) or by a voucher (purchased in store at a Post Office).

- Suspension for non-payment – if your auto renew fails, or payment is not made by the expiry date, your mobile service will be suspended (all outbound calls, SMS and data will be barred) for up to 7 days.
- If payment is not received during this suspension period or before the suspension period expires, the service will be terminated.
- Once terminated your service can be re-activated by you, after 6 months you will not be able to reactivate your mobile number.

## Cost of 1MB of data in Australia

\$0 per MB for data included in your plan. \$0.005 per MB for top-up data purchased.

## Data usage

Data usage is measured per kilobyte (Kb), is rounded up to the nearest kilobyte and includes uploads and downloads. 1 gigabyte (Gb) = 1,000 megabytes (Mb) = 1,000,000 kilobytes (Kb).

## Tracking your usage

You can track your usage online via your account at [australiapostconnect.com.au](https://australiapostconnect.com.au).

## How to contact us

- Within Australia by calling on 1300 196 916
- Email us on [support@australiapostconnect.com.au](mailto:support@australiapostconnect.com.au)
- Complete an online Contact Us form at [australiapostconnect.com.au](https://australiapostconnect.com.au)
- Send a letter to Australia Post Mobile, PO Box 222, South Melbourne VIC 3205

## Customer service and complaints

We encourage all our customers to attempt to contact the Australia Post Mobile support team first when an issue arises so we can resolve your complaint. You can contact our support team on 1300 196 916. Alternatively, you can email [complaints@australiapostconnect.com.au](mailto:complaints@australiapostconnect.com.au)

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) for more information.

## Summary only

This document is a summary only. Australia Post Mobile may provide special offers for a limited period or to other customers. The full terms and conditions and other policies can be found on our website at [australiapostconnect.com.au](https://australiapostconnect.com.au)