

# Critical Information Summary



## Business Sim Plan

Data	Voice	Per month
1GB	Unlimited	\$ 15
6GB	Unlimited	\$ 20
20GB	Unlimited	\$ 34
50GB	Unlimited	\$ 60
100GB	Unlimited	\$ 75

### Information about the service

#### Eligibility:

To be eligible for these plans you or your business must provide us with a registered ABN.

#### Equipment needs :

You require your own compatible mobile device which support 3G 850MHz and, for access to the 4G service, both 4G 1800 MHz and 4G 700 MHz bands to use this service.

#### Included Value:

Monthly inclusions are set out in the table above and included usage types are outlined below:

- Standard national calls and text Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- Standard international calls and text from Australia Included International calls, SMS and MMS can be used to standard numbers to the following destinations (subject to change): Albania, American Samoa, Andorra, Antigua, Argentina, Armenia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Bermuda, Bhutan, Bolivia, Bosnia, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Canada, Cape Verde, Cayman Island, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica Island, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Estonia, Faeroe Islands, Fiji, Finland, France, French Polynesia (Tahiti), Georgia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guiana French, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Korea south, Kuwait, Kyrgyzstan,

Laos, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Mariana Island, Marshall Island, Martinique, Mauritius, Mexico, Monaco, Mongolia, Myanmar, Nepal, Netherlands Antilles, Netherlands, New Caledonia, New Zealand, Nicaragua, Norway, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russian Federation, Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent, Sweden, Switzerland, Taiwan, Tajikistan, Thailand, Trinidad & Tobago, Turkey, Turkmenistan, Turks & Caicos, UK, Ukraine, United Arab Emirates, Uruguay, Us Virgin Island, USA, Uzbekistan, Venezuela and Vietnam (Selected Destinations). Note that, because international SMS and MMS from Australia are delivered by third party carriers in the destination country, we can't guarantee that an international carrier will complete an SMS or MMS in all cases.

- International roaming calls and SMS

With this plan you can use included roaming value while overseas in Zone 1 destinations for calls to standard national and international numbers and SMS (excludes MMS). See section "Using your service overseas" for additional information. See our website for further information.

#### What's not included

The plan does not include calls to directory assistance, videocalling, premium numbers or content charges. Calls outside of your inclusions will be charged at standard international rates, see our website for rates. Roaming inclusions can only be used in Zone 1 countries and once you have exceeded any inclusions you will be charged at roaming rates. See our website for further information. You can bar the use of mobile premium services, contact us for your further information.

#### Minimum term

The minimum term for this service is 12 month contract period. The minimum total annual cost for 1GB plan is \$180, 6GB plan is \$240, 20GB plan is \$408, 50GB plan is \$720 and 100GB plan is \$900 when you pay by direct debit. Minimum term and charging commence when your service is activated.

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### Terms and conditions

#### (A) General

2. In the month of activation and cancellation, any service charge and data allowances will be pro-rata for the number of days the service is active.
3. No commission applies on these plans.
4. Sim card charges are in addition to plan charges.
5. International calls charged as per current roaming rates found on [flintel.com.au](http://flintel.com.au)
6. Data usage is calculated as a combined total of uploads and downloads in a billing month.
7. Excess data charges apply to total calculated usage in excess of the included usage rounded up to the whole GB.
8. Any attempts to migrate or change services other than listed below will result in a failure.
9. Usage notifications are not provided with these plans.
10. MMS, 13/1800 calls, Voicemail Deposits and Retrievals, Call Forwarding, and Flagfall are all included in these plans.

#### (B) Month-to-Month Plans

1. Bulk migrations of current connections are prohibited onto these plans.
2. End users who are Activated on a Month-to-Month Plan may remain on that plan a period of up to 24 months from the date of activation, after which they may be migrated to the nearest comparable Current Rate Plan. Any plan changes fees applicable with this migration will be charged in accordance with the standard plan change fees.
3. Plan changes will incur a once off:
  - (i) \$10 admin fee for each service if the plan change is within the same plan family.
  - (ii) \$30 admin fee for each service if the plan change is to a different plan family.

### Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. A late payment fee of 2% will apply to invoices paid past the invoice due date. All bills are delivered by email and Direct Debit options are preferred.

### Other information

#### Usage information:

You can monitor your usage at [www.flintel.com.au](http://www.flintel.com.au).

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to [Contactus@flintel.com.au](mailto:Contactus@flintel.com.au) if you have any questions, would like to give feedback or lodge a complaint.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows:

**Phone: 1800 062 058**

**Fax: 1800 630 614**

**Online: <http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2022.