

Critical Information Summary – Mobile Plans

Service Description: This is for Mobile SIM ONLY service plans

Plan Inclusions: Unlimited Standard Calls, SMS, and appropriate Mobile Data to use within Australia.

Plan Exclusion: International calls & Roaming, Video calls, calling or texting Premium 19/1900 Numbers, Diverted/Forwarded calls, Directory Assistance, and third-party applications are **NOT INCLUDED** in your usage allowance

Service Network: The plan uses the **OPTUS 4G** Australia mobile network where Available

Promo 50% Discount for 1st 12 Months				
Promo Price	\$7.50	\$10.00		
Inclusions	10GB	20GB	50GB	100GB
Value	UNLIMITED Standard Calls & Text			
Regular Price After 12 Months	\$15.00	\$20.00	\$35.00	\$45.00

Information about Service and Pricing

Minimum term of the service

This service is available on Month to Month Plan.

Warning: International Calls and Roaming are barred by default on all connected services and available to credit approved customers on request with a \$200 advance fee. International Roaming is very expensive for all types of call messaging and data. If you are concerned about the cost of International Roaming, you should not enable this service and enquire about a local service in the country in which you are traveling. Customers who use International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your handset. International Roaming call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

NO GPRS DATA Barring: Aqua will be notifying you once you will be reaching 50%, 85%, and 100% of your Monthly GPRS Data limit. **We do not place BAR for GPRS to stop your Mobile Data.** Once you will exceed your included DATA – the excess rate will be \$0.01/MB (\$10.00/GB)

NB: Once the included DATA will be over, you can contact to support team to buy more GPRS DATA Bolt ON.

DATA Bolt ON	
Amount (Inc.GST)	Inclusion Value
\$10.00	3GB

INCLUDED Usage	Amount (Inc.GST)
Standard Call-Mobile/Landline	Unlimited* - Rates Do Not Apply
National SMS	Unlimited* - Rates Do Not Apply
Flag Fall	Unlimited* - Rates Do Not Apply
Calls to 13/18 Numbers	Unlimited* - Rates Do Not Apply
Voicemail	Unlimited* - Rates Do Not Apply

EXCLUDED Usage	Amount (Inc.GST)
Data Excess Charges	\$0.01/MB (\$10.00/GB)
National MMS	\$0.20
International SMS	\$0.20
International Call Rates	Refer to Website
124 YES Calls (per Min)	\$4.00

Information about Billing

Billing Cycle	Bill Issued By	Payment Due Date
Calendar Month	2 nd of Every Month	10 th of Every Month

Monthly Payment

AQUA Mobile will debit your monthly bill on the due date 10th of every month from your nominated account. In case the payment is dishonored the payment will be automatically re-scheduled for the 20th of that month for all nonpayment accounts.

Late Payment Fee

A fee of \$10 excluding GST may apply if you don't pay your bill by the due date.

Your Bill

Email billing is free. There is a \$2.50 paper bill fee. Your 1st Invoice will be Prorated, For more information refer to our website: <https://www.aquamobile.net.au/rate-charges>

Service Disconnection

All service disconnections will not be prorated and will be forced at the end of the Calendar Month at 11:59 PM.

Fair To Use Policy:

Fair Use Policy refers to 'unreasonable' use of this particular plan. For more details refer to our website <https://www.aquamobile.net.au/terms-policy>

Customer Service (Contact us)

You can contact us between 9.30 AM to 7.30 PM at **(03) 8400 5212** or Email us at support@aquamobile.net.au. Our Postal Address is **PO BOX 260, Epping VIC 3076**

Cooling OFF Period

You have a right to cancel this Agreement and send the goods back to us within 1 Month from and including the day after getting your service-connected. **NB:** Goods should be packed in the original packing with the accessories if sent back to AQUA Mobile.

Service Suspension and Cancellation for NON Payment

If your account is overdue by more than 30 days of the bill issued AQUA Mobile reserve the right to cancel or suspend your service and to charge that outstanding amount without any further information. For more information refer to the Financial Hardship Policy on our website: <https://www.aquamobile.net.au/terms-policy>

Customer Complaints

If you have a complaint, we urge you to contact Customer Service first so we can try to resolve your complaint straight away on **(03) 8400 5212** or email support@aquamobile.net.au

Resolution Process

Generally, any inquiries and issues raised through first contact with us are resolved. However, if your issue persists, we promise to keep in regular contact until any issue has been resolved to your satisfaction. If you are still not satisfied with the proposed resolution after the full resolution process then you may contact the TIO at <http://www.tio.com.au> or call them on 1800 062 058

OTHER Fees And Charges	Amount (Inc.GST)
Handset Upfront Fee	\$99.00
Shipping/Postage Fee	\$20.00
SIM Replacement Fee	\$10.00
Late Payment Fee	\$10.00
Payment Dishonour Fee	\$10.00
Paper Bill Fee	\$2.50
Non-Direct Debit / Bpay Fee	\$2.50
Plan Migration Fee	\$10.00
Number Swap or Service Relocation Fee	\$99.00

NB Our fees may change from time to time and you will be notified ahead of time. Charges for other usages can be found on www.aquamobile.net.au