

# Critical Information Summary – Mobile SIM-Only Plans

Provider: Aqua Marketing Pty Ltd (ABN 23 637 201 711)

Address: PO Box 260, Epping VIC 3076

Phone: (03) 8400 5212 | Email: support@aquamobile.net.au | Website: www.aquamobile.net.au

This summary provides key information about Aquamobile mobile plans. It does not include all terms and conditions. Full terms are available on the company website.

## Service Description

These plans provide Mobile SIM-Only services allowing customers to make calls, send SMS, and access mobile data within Australia using the Optus 4G mobile network (where coverage is available).

## Included Monthly Plans

Plan	Monthly Fee (Inc. GST)	Included Data
10GB Plan	\$15	10GB
20GB Plan	\$20	20GB
50GB Plan	\$35	50GB
100GB Plan	\$45	100GB

## Plan Inclusions

- Unlimited standard national calls within Australia
- Unlimited national SMS
- Calls to 13 / 18 numbers
- Voicemail access

## Excluded Usage

- International calls
- International SMS
- International roaming
- Video calls
- Premium numbers (19 / 1900)
- Directory assistance services
- Diverted or forwarded calls
- Third party service charges

## Excess Data Charges

If you exceed your included monthly data allowance, excess data will be charged at \$0.01 per MB (\$10 per GB).

## Data Bolt-On

Price	Data
\$10	3GB

## Data Usage Notifications

Aquamobile provides SMS alerts when customers reach approximately 50%, 85%, and 100% of their monthly data allowance.

Important: These notifications are based on Call Detail Records (CDR) provided by the network. CDR updates may be delayed by approximately 24–72 hours, so alerts may not reflect real time data usage. Customers are encouraged to monitor usage directly on their device. Aquamobile does not automatically bar mobile data once the allowance is exceeded.

## Minimum Term

All plans are provided on a month to month basis with no lock in contract.

## Billing Information

Item	Details
Billing Cycle	Monthly
Invoice Issue Date	2nd of each month
Payment Due Date	10th of each month

## Customer Support

Customer Service Hours: 9:30 AM – 7:30 PM | Phone: (03) 8400 5212 | Email: support@aquamobile.net.au

## Complaints

If you are not satisfied with the resolution of your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or visit [www.tio.com.au](http://www.tio.com.au).