

## Mobile SIM Only Plans

We are forced to provide this Critical Information Summary as most providers try to trick you into fees and charges. We have nothing to hide and this is the same as the page you have just come from.

### Information about the service

**Handsets:** No device included

**Minimum Term:** 1 month. The plans are all No Contract plans

#### Plan Inclusions:

- Australia use only.
- Calls to Australian landlines and mobiles
- SMS and MMS to Australian numbers
- Calls to 13 and 1800 numbers
- Voicemail

#### Plan Exclusions:

- Your call credit does not include international calls unless you specifically purchased an international plan
- Excludes SMS and calls to premium numbers, directory assistance, calls to satellite phones, calls made and received while you're overseas and all other services not specified as being included in the monthly credit.

#### Changing Your Plan:

You can change to a higher or lower value plan with more or less mobile data at any time at no additional charge. There will be no refund of your current month for any downgrades.

### Information about pricing for the below plans

This post-paid mobile voice service uses the Telstra 4G & 3G mobile network. The minimum charge is shown below. If you use more than your data allowance or use your mobile for services not included in the credit you'll have to pay more than the minimum charge.

**How much will I pay upfront?** The monthly fee

**Minimum Cost:** Monthly Fee

**How much will I pay each month?** The monthly fee in the below table

**Setup Fee:** \$0

**Handset/Device:** Not included. These are SIM only plans with BYO device

## CRITICAL INFORMATION SUMMARY

### Minimum Monthly Charge:

NBN Plan Name	Setup Fee	Minimum Monthly Charge	Cost per GB
12/1 30GB	\$95.00	\$39.90	\$1.34/GB
25/5 30GB	\$95.00	\$49.90	\$1.67/GB
25/10 30GB	\$95.00	\$55.90	\$1.87/GB
50/20 30GB	\$95.00	\$65.90	\$2.20/GB

### For a cancelled service:

- No cancellation fee.
- The final monthly invoice is due in full. But no other monthly payments will be due, there is no contract locking you into monthly payments.
- Please Note: No part-refunds or full-refunds will be provided by NewSprout for the final month for any cancelled service. Failure to give cancellation notice of the service at least 14 days before the next invoice's Due Date, or if the service is still active for part of the following month after cancellation has been requested, will result in an additional monthly invoice being generated. This invoice (together with any outstanding invoices) will become the final payment that is due in full.

### In summary:

- The final Month to Month bill is due in full together with any unpaid and/or outstanding fees

### Charges and Usage

1. Month to Month term
2. Email billing is free. Snail mail paper billing costs \$10 per month.
3. No credit card surcharge. No PayPal surcharge. EFT (or Bank Transfers) incur an admin charge of \$2 per transaction
4. A late payment fee of \$30 may apply if you don't pay your bill by the due date.
5. A SIM replacement fee of \$20 applies
6. No excess usage charges
7. Plan upgrade, downgrade and top-ups available to purchase
8. No Early Termination Fee for 1<sup>st</sup> connection - We cover the first Early Termination Fee (ETF) for you for any mobile service cancelled within a 6 month period after activation. No fees charged to you. However, if you choose to signup again (and we hope you do) then if the new mobile service is cancelled again (i.e. a 2nd time) within 6 months from the new activation date, an ETF fee of \$100.00 will apply for each cancellation after the first one. This ETF will only apply within a 6 month period and if we have notified you and you agree to it before signing up.
9. Check your current Mobile usage by logging into your secure client area under "My Services" > "View Details": <https://myaccount.newsprout.com.au/clientarea.php>

## CRITICAL INFORMATION SUMMARY

### Customer Service Details

1. For further assistance, please contact our customer service centre by emailing [support@newsprout.com.au](mailto:support@newsprout.com.au) or by calling 02 6687 6533
2. If you wish to make a complaint, please quote your Support Ticket ID when contacting our complaints resolution team. You can either email [support@newsprout.com.au](mailto:support@newsprout.com.au), call 02 6687 6533 or lodge your complaint on our website at [www.newsprout.com.au/contact-us](http://www.newsprout.com.au/contact-us).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by NewSprout, you may wish to contact the TIO, an independent dispute resolution body, by:

- a. calling 1800 062 058; or
- b. emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.