

Mobile SIM Only Plans

This CIS is intended to list all inclusions and exclusions in your NewSprout mobile plan.

Information about the service

Handsets: No device included

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

Plan Inclusions:

- Calls from within Australia to Australian landlines and mobiles – i.e. Standard Calls unlimited
- SMS and MMS to Australian numbers unlimited
- Voicemail
- Calls to 1800 unlimited
- Calls to 13-1300 unlimited
- Included minutes per month to limited international countries

Plan Exclusions:

- International calls to excluded countries will incur additional per minute fees.
- Excludes SMS and calls to premium numbers (e.g. 1900 numbers, etc.), 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.
- International Roaming is excluded and will incur additional fees.

Changing Your Plan:

You can change to a higher or lower value plan, regardless of when the change occurs (beginning or end of the month), the higher plan fee in full will be charged for the current month. There will be no refund for your current month for any downgrades. Top-ups are also available during the current billing cycle.

Information about pricing for the below plans

This post-paid mobile voice service uses the Telstra 4G & 3G mobile network. If you top-up or upgrade and use more than your data allowance or use your mobile for services not included in the monthly allowance you will 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:

Mobile Plan Name – all SIM only	Min. Monthly Charge	Unlimited Voice + data allowance	Included International calls	Top-ups available
200MB Mobile - V&D No IDD	\$11.00	Unlimited Voice + 200MB	NONE	\$15/1 GB (\$15.00c/GB)
4GB Mobile - V&D 100 min IDD	\$30.00	Unlimited Voice + 4GB	100 min to Limited Countries *	\$15/26 GB (\$0.58c/GB)
30GB Mobile - V&D 300 min IDD	\$40.00	Unlimited Voice + 30GB	300 min to Limited Countries *	\$15/10 GB (\$1.50c/GB)
40GB Mobile - V&D 300 min IDD	\$50.00	Unlimited Voice + 40GB	300 min to Limited Countries *	\$15/35 GB (\$0.43c/GB)
75GB Mobile - V&D Unlimited min IDD	\$60.00	Unlimited Voice + 75GB	UNLIMITED min to Limited Countries **	\$15/1 GB (\$15.00c/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.
- Additional usage outside of the included monthly fee will still be due after cancellation.
- 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 and/or additional usage) 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 and/or additional usage for the current and final month

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 \$10 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 for inclusions
7. Additional usage charges apply for all exclusions
8. Plan upgrade, downgrade and top-ups available to purchase
9. Mobile usage can be requested by emailing support@newsprout.com.au

CRITICAL INFORMATION SUMMARY

Customer Service Details

1. For further assistance, please contact our customer service centre by emailing 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, call 02 6687 6533 or lodge your complaint on our website at 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; or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.

*** Included International Countries List as per 100 and 300 minute plan inclusion (minutes are combined per month from Australia)**

(NO international roaming included if travelling outside of Australia)

COUNTRY NAME	CODE	
Canada	CAN	Included
China	CHN	Included
China (mobile)	CHN	Included
Germany	DEU	Included
Greece	GRC	Included
Hong Kong	HKG	Included
India	IND	Included
Indonesia	IDN	Included
Ireland	IRL	Included
Malaysia	MYS	Included
New Zealand	NZL	Included
Singapore	SGP	Included
Thailand	THA	Included
United Kingdom	GBR	Included
USA	USA	Included
Vietnam	VNM	Included

CRITICAL INFORMATION SUMMARY

**** Included International Countries List as per UNLIMITED minute plan inclusion (minutes are combined per month from Australia)**

(NO international roaming included if travelling outside of Australia)

COUNTRY NAME	CODE	
Andorra	AND	Included
Bulgaria	BGR	Included
Canada	CAN	Included
China	CHN	Included
China (mobile)	CHN	Included
Cyprus	CYP	Included
Cyprus (mobile)	CYP	Included
Denmark	DNK	Included
Denmark (mobile)	DNK	Included
France	FRA	Included
France (mobile)	FRA	Included
Germany	DEU	Included
Germany (mobile)	DEU	Included
Guam	GUM	Included
Hungary	HUN	Included
Hungary (mobile)	HUN	Included
Ireland	IRL	Included
Ireland (mobile)	IRL	Included
Israel	ISR	Included
Israel (mobile)	ISR	Included
Italy	ITA	Included
Italy (mobile)	ITA	Included
Luxembourg	LUX	Included
Malaysia	MYS	Included
Malaysia (mobile)	MYS	Included
Malta	MLT	Included
Malta (mobile)	MLT	Included
Mexico	MEX	Included
Netherlands	NLD	Included
Netherlands (mobile)	NLD	Included
New Zealand	NZL	Included
New Zealand (mobile)	NZL	Included
Poland	POL	Included
Poland (mobile)	POL	Included
Portugal	PRT	Included
Portugal (mobile)	PRT	Included
Romania	ROU	Included
Romania (mobile)	ROU	Included

CRITICAL INFORMATION SUMMARY

Spain	ESP	Included
Spain (mobile)	ESP	Included
Sweden	SWE	Included
Sweden (mobile)	SWE	Included
United Kingdom	GBR	Included
United Kingdom (mobile)	GBR	Included
USA	USA	Included