

# Critical Information Summary

## SIM Only Mobile Phone Plans



This summary may not reflect any discounts or promotions which may apply from time to time.

Plan Name	Standard	IDD300 Calling Pack with 10GB
<b>Minimum Monthly Charge</b>	<b>\$25</b>	<b>\$40</b>
<b>Mobile Network</b>	Choose from Telstra or Optus	Telstra
<b>Calls, SMS &amp; MMS to standard Australian numbers</b>	Unlimited	
<b>Calls, SMS &amp; MMS to international numbers<sup>1</sup></b>	Pay as you go. Services with 18GB or more on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus.	300 minutes to 30 international destinations
	For details, visit <a href="http://myhomefone.com.au/rates">myhomefone.com.au/rates</a>	
<b>Data</b>	5GB – Included	10GB
	10GB – Additional \$5 per month <i>(available on the Telstra network only)</i>	
	18GB – Additional \$10 per month	
	30GB – Additional \$15 per month	
<b>Optional Landline Inbound Number<sup>2</sup></b>	\$5 per month	
<b>Mobile Handset/Device<sup>3</sup></b>	You can bring your own compatible device or purchase an eligible device with this plan, payable outright or in monthly instalments. Some devices may not have an instalment option.	
<b>Total Minimum Cost Over Minimum Term</b>	<b>\$25</b>	<b>\$40</b>
<b>Minimum Term</b>	1 Month	

### Information about this service

Telstra and Optus will shut down 3G networks in 2024 and repurpose technology to boost the capacity, speed, and reliability of 4G. This service is delivered using your initial choice of either the Telstra or Optus 4G mobile network. 5G network coverage may also be available on select plans; contact us to learn more.

You can transfer your existing mobile number to us or obtain a new one.

### Exclusions

Your plan does not include international calls (unless bonus calls are included as below), calls to premium numbers, international roaming, and all other services not specified as being included.

### <sup>3</sup>Device (Handset)

You'll need to bring an unlocked mobile handset that is compatible with your network choice. Telstra 4G uses a combination of LTE 700 / 1800 / 2600 MHz frequencies, whereas Optus 4G uses LTE 700 / 1800 / 2100 / 2300 / 2600 MHz. Your handset's supported

bands can be found in its user manual or the manufacturer's website.

Alternatively, we have new handsets available with this plan, payable outright or in monthly payments (refer to our Device Instalment Plans document at [www.myhomefone.com.au/terms-and-conditions](http://www.myhomefone.com.au/terms-and-conditions)).

### Network Availability & Congestion

Coverage for your choice of network may not always be available and is subject to change by the Network Operator. You should check the coverage before purchasing this service. Please get in touch with us if you require assistance with this.

Internet speed across mobile networks is variable and may be subject to de-prioritisation by the Network Operator during periods of congestion.

### <sup>2</sup>Optional Landline Inbound Number

If you no longer require a fixed-line Home Phone, you can keep your current active landline phone number by adding it to your mobile phone plan. Incoming calls

to your landline number will be automatically directed to your mobile phone. Your original landline service should automatically cancel (check with your provider) once your landline number is transferred to us. This service only supports inbound calls. When you make an outbound call, the person you call will see your mobile number.

### **<sup>1</sup>International Calling**

International dialling is disabled by default to prevent bill shock. Please get in touch with us to enable outbound international dialling. Services with 18GB or more of data on the Telstra network receive unlimited bonus calls to 15 destinations. For the complete list of international calling options, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at [www.myhomefone.com.au/rates](http://www.myhomefone.com.au/rates)

### **International Roaming**

International roaming is disabled by default to prevent bill shock. Some services do not support roaming; if you require this service, please contact us to discuss available options before you depart from Australia. For details, refer to our Pay-As-You-Go (PAYG) Rates document at [www.myhomefone.com.au/rates](http://www.myhomefone.com.au/rates)

### **Data Usage**

All unused data expires at the end of each billing period. If you exceed the included data allowance, data access may be suspended for the rest of the billing period unless you wish to upgrade your plan. We will send you email notifications when you've reached 50%, 85% and 100% of your plan inclusions.

### **Billing & Fees**

Your plan will automatically start billing upon dispatch of your SIM card. Accounts are billed monthly in advance, so your first invoice will include a pro-rata amount for the balance of the current billing period. In addition to the monthly charge, you may pay the following charges:

*Call Charges* - calls to numbers not included in your plan.

*Delivery Fee* - \$19 for shipping and handling for any new/replacement SIM or equipment.

*Paper Bill Fee* - \$2.20 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead with us.

*Late Payment Fee* - \$10 for each bill not paid by the due date.

*SIM Card Replacement Fee* - \$10

### **Directory Listing**

As standard, we do not publish your details in the White Pages® unless specifically requested.

### **Cancelling**

You can cancel at any time with no cancellation fee; however, if your service has an associated Device Instalment Plan, you must pay the balance of any remaining repayments on your next bill.

### **Obtaining Usage Information**

To access information about your expenditure and data usage, please log into your account at [myaccount.myhomefone.com.au](http://myaccount.myhomefone.com.au)

### **Customer Service**

You can contact us by emailing [support@myhomefone.com.au](mailto:support@myhomefone.com.au) or by phoning 1300 031 107

### **Fair Use**

This service is subject to our Fair Use Policy, which sets out rules for the reasonable and lawful use of our service. If you choose not to follow the policy's directions, for example, by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

### **Dispute Resolution & Complaints**

If you are unhappy with us or your service, please contact our Customer Service Team first. We would love to help where we can. If you wish to make a formal complaint, please refer to our Complaint Handling Policy, available on our website, to contact our specialist complaint resolution team.

If you are still unhappy, call 1800 062 058 to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman.

**This is a summary only. To view all policies, terms and conditions, go to:**

[www.myhomefone.com.au/terms-and-conditions](http://www.myhomefone.com.au/terms-and-conditions)