

Critical Information Summary

SIM Only Mobile Phone Plans



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

Plan Name	Standard	International Pack
Minimum Monthly Charge	\$25	\$30
Mobile Network	Choose from Telstra or Optus	Telstra
Calls, SMS & MMS to standard Australian numbers	Unlimited	
Calls, SMS & MMS to international numbers ¹	Pay as you go. Services with 29GB or more on the Telstra network receive the International Calling Pack 15 Unlimited as a free bonus.	Your choice of the International Calling Pack 120 or 300
	For details, visit myhomefone.com.au/rates	
Data	5GB	10GB
	15GB (+ \$5 per month)	
	29GB (+ \$10 per month)	
	60GB (+ \$15 per month)	
	100GB (+ \$25 per month)	
Optional Landline Inbound Number ²	\$5 per month	
Mobile Handset/Device ³	BYO	
Total Minimum Cost Over Minimum Term	\$25	\$30
Minimum Term	1 Month	

Information about this service

This service is delivered using either the Telstra or Optus 4G mobile network. 5G network access is also 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 excludes premium numbers, international roaming, and any services not listed as included

³Device (Handset)

We focus on offering great-value services with Australian-based support. We don't sell handsets, giving you the freedom to choose from a wide range at competitive prices. If needed, we can recommend trusted retailers, including options for seniors.

You'll need to use an unlocked handset that works with your chosen network. Telstra 4G uses LTE 700 / 1800 / 2600 MHz. Optus 4G uses LTE 700 / 1800 / 2100 / 2300 / 2600 MHz. Check your handset's specifications in the user manual or on the manufacturer's website.

eSIM Capabilities

By default, you will receive a physical SIM card. If you would like an eSIM (embedded digital SIM), please contact us first, as not all plans support eSIM. Your device must be eSIM capable, and you will need an active email address to complete activation.

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.

²Optional Landline Inbound Number

You can add your existing home phone number to your mobile plan. Once transferred, your old landline service should cancel automatically (check with your provider). Incoming calls to your landline number will then be redirected to your mobile. This feature supports incoming calls only; outgoing calls will display your mobile number.

¹International Calling

International dialling is disabled by default to prevent bill shock. Please contact us to enable outbound international dialling. Services with 29GB or more of data on the Telstra network receive unlimited bonus calls to 15 destinations. For the complete list of international calling options, packs, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at 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 departing from Australia. For details, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

Data Usage

Unused data expires each month. If you exceed your allowance, data may be suspended for the rest of the billing period unless you upgrade your plan. We will send you email notifications when you've reached 50%, 85% and 100% of your plan inclusions.

Billing & Fees

Billing starts when your physical SIM is dispatched or eSIM is active within the network. Accounts are billed monthly in advance. Your first bill includes a pro-rata charge for the current 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 - \$24 for shipping and handling for any new/replacement SIM or equipment.

Paper Bill Fee - \$3.30 for each paper bill posted. Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead.

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 in to your account at myaccount.myhomefone.com.au

Customer Service

You can contact us by emailing 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