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# CRITICAL INFORMATION SUMMARY

## PIVOTEL ANYTIME MOBILE PLANS

| Plan | Anytime Mobile 25GB | Anytime Mobile 35GB | Anytime Mobile 75GB |
|---|---|---|---|
| Monthly Plan Charge | $22.90 | $28.90 | $34.90 |
| Standard National Calls & SMS within Australia | Unlimited* | | |
| Monthly Included Data (billed in 1MB increments) | 25GB | 35GB | 75GB |
| Additional Data | $2.00/GB | | |
| Minimum Contract Term | 1 month | | |
| Total Minimum Cost | $22.90 | $28.90 | $34.90 |
| Maximum Charges For Early Termination | $22.90 plus any excess usage charges. | $28.90 plus any excess usage charges. | $34.90 plus any excess usage charges. |

All for use in Australia. Prices include GST.
*Unlimited Calls and SMS include calls to Australian Fixed and Mobile numbers, 13, 1300 and 1800 numbers, voicemail retrievals/deposits and SMS/MMS to Australian and International Mobile Numbers.

## Information About The Service

**Description of the Service**
The Pivotel Anytime Mobile Plans are a postpaid service using Vodafone's 4G mobile network.

You can use this service to make and receive voice calls, send and receive messages including text (SMS) and multi-media messages (MMS), voicemail retrievals/deposits, and to access data services including browsing the internet, via a compatible handset. You can transfer your existing mobile number to Pivotel or be allocated a new number. For mobile network coverage visit pivotel.com.au/mobile#coverage

**Exclusions**
International roaming is not supported on this plan.

**Eligibility**
Payments on this service are via a scheduled monthly direct debit payment. You must have a valid direct debit set up to charge your credit card or debit your bank account for bill payments as they fall due in order to apply for this service.

**Mandatory Goods**
You can use your own handset on this plan provided the handset is unlocked and compatible with the network.

**Bundling**
This service is not conditional on any bundling arrangements. A $5 monthly discount is available when this service is bundled with a Pivotel nbn® Service on the same account.

**Additional Data usage**
If you use more than your Monthly Included Data allowance, you will be charged automatically in increments of $2 that provides you with 1GB extra data. Any Additional Data does not rollover.

**Plan Changes**
Plan upgrades and downgrades are allowed at no cost. Plan changes will become effective on the first day of the next bill cycle.

## Information About Pricing

**Value Added Services**
Voicemail: Voicemail is enabled upon activation, retrieval/deposits are included in your monthly call allowance. To access and manage your voicemail dial 121 from your mobile phone.

International Calls: These calls are enabled upon activation. All international calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – for a full list of current rates see: pivotel.com.au/plans/international-call-charges

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Premium Calls and SMS: These calls are disabled upon activation. To activate please call us on 1300 305 305. All Premium Calls and SMS will be charged in addition to your minimum monthly spend.

***Warning:*** *Premium Services can be expensive. To stop a specific Premium SMS service, reply to the SMS with "STOP". You can bar all Premium Services at any time by contacting Pivotel Mobile customer care.*

**Billing**
If your service starts part way through a billing cycle, your first bill will include pro-rata charges. This means you'll only be charged for the portion of your monthly plan and included usage from your activation date to the end of that billing cycle. After that, you'll be billed monthly for your service.

**Early Termination Charges**
Month-to-month plans can be cancelled at any time, you will be billed till the end of your current billing cycle. *Monthly Charge + any existing usage charges.*

**Continuation of Service**
At the conclusion of the minimum term, the provision of service will continue on a month-to-month basis unless cancellation of the service is requested in writing.

**Cancellation**
If your plan is cancelled, you won't receive a pro-rata refund for the remainder of your payment cycle.

**Bill Payment Charges**
This product must be paid via direct debit from a Visa or Mastercard account. We accept Credit and Debit cards. Prepaid cards are not accepted. Fees and charges may apply for bill delivery. Pivotel has fee free options available. More information can be found at pivotel.com.au/knowledge-base/schedule-of-fees.html.

## Other Information

**Customer Service**
You can contact us by calling 1300 305 305 (check website for operating hours) or by emailing hello@pivotel.com.au.

**Monitor and Manage Your Usage**
You can obtain call and data usage information using our secure online self-care environment at pivotel.com.au/services/my-account.

Visit pivotel.com.au/knowledge-base/billing/spend-alerts.html for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included data allowance.

You can access our complaint handling procedures by calling us on 1300 305 305, emailing us at hello@pivotel.com.au, or you can write to us at Pivotel Mobile Pty Limited, Locked Bag 100, Southport QLD 4215. Our complaint handling procedures are located on our website at pivotel.com.au/knowledge-base/resources/consumer-complaint-handling-policy.html.

If, after speaking with us, you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or go to tio.com.au.

**Terms and Conditions**
All Pivotel products are sold subject to Pivotel's standard terms and conditions of sale. For a full list of Pivotel's standard terms and conditions please visit pivotel.com.au/knowledge-base/resources/terms-conditions.html.