



## Critical Information Summary

### Information about the Service

Veetel's Mobile Sim Plans are designed to provide residential mobile service over the Optus coverage Network in Australia.

#### Inclusions and Exclusions

Includes, all local, national and calls to mobiles in Australia and data limits. Excludes all other calls.

#### Equipment

We will need a compatible mobile handset and not locked to other mobile networks

#### Availability

Available on the Optus Mobile coverage network. All plans are available only on direct debit through a nominated Credit Card. These plans are subject to Veetel's Acceptable Use Policy.

#### Minimum term

Veetel's Mobile Sim plans have no minimum commitment. These are month to month.

### Information about Pricing

| <b>Mobile Sim Plans</b>            | <b>Basic</b>  | <b>Nano</b>   | <b>Max+</b>  |
|------------------------------------|---|---|--|
| Cost                               | \$9.95  | \$19.95   | \$29.95  |
| *Data Included                     | 1GB   | 6GB   | 20GB   |
| Included Local, National and Calls | Included  | Included  | Included   |
| Mobiles                            | Included  | Included  | Included   |
| 13/1800                            | Included  | Included  | Included   |
| SMS                                | Included  | Included  | Included   |
| MMS                                | Included  | Included  | Included   |
| Voicemail                          | Included  | Included  | Included   |
| Call Forwarding                    | Included  | Included  | Included   |
| Excess Data usage                  | \$0.00  | \$0.00  | \$0.00   |
| Internet Access is suspended       | After reaching 1GB data downloads until the end of the calendar month | After reaching 6GB data downloads until the end of the calendar month | After reaching 20GB data downloads until the end of the calendar month |
| Minimum Cost per month             | <b>\$9.95</b>   | <b>\$19.95</b>  | <b>\$29.95</b>   |
| Cost in the first month            | \$9.95  | \$19.95   | \$29.95  |

#### **Plans applicable to new customer's sign-ups**

#### Other charges

Veetel will also charge usage for additional services such as 1900, 123 Sensis, International roaming and International calls. These rates are consistently changing; therefore, Veetel is unable determine the exact rates of these services. You may incur high usage charges on your Veetel account when using 1900, 123 Sensis, International calls/Roaming from your Veetel Sim Card.

Current Mobile Internet connection charges are included depending on the Data limit in the plan. Mobile internet connection is then suspended until the end of the calendar month once your data limit has been reached. It is the responsibility of the customer to manage additional services and charges from their mobile phone as it may incur high International, roaming, 123 Sensis, 1900 additional charges.



## **Other Information**

### **Activation Date**

Veetel will rely on the Optus in relation to service activation date and billing charges. It remains the customers' responsibility to connect the service in unlocked compatible mobile handset.

### **Termination Notice**

You may request to cancel the Mobile service at any time with a one month notice.

### **Billing and Payment information**

Mobile services fees are charges from the date Veetel activates your mobile connection. Additional call charges are only for the month of billing e.g. Additional calls that you have made in May are billed in June. All plans are available only on direct debit through a nominated Credit Card. Veetel will bill you for calls not included in the plan like International/Roaming and Third party calls.

### **Complaint handling**

In order to access our internal dispute resolution process. Please contact us at:

[enquiries@veetel.com.au](mailto:enquiries@veetel.com.au) Alternatively you can view our complaint handling process at:

[https://veetel.com.au/files/complaint\\_handling\\_process.pdf](https://veetel.com.au/files/complaint_handling_process.pdf)

### **TIO Contact Details**

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

Term and Conditions: <https://veetel.com.au/terms-and-conditions>