



## Critical Information Summary

### Information about the Service

Veetel's Mobile Sim only plans are available on the Telstra 4G network.

**Inclusions** - 4G Sim card, SMS and 1800 numbers

**Exclusions** – Veetel's Mobile service will only operate in Telstra 4G enabled areas and is conditional on our supplier having network coverage. These plans are subject to Veetel's Acceptable Use Policy. All plans are available only on direct debit through a nominated Credit Card or Savings account

**Equipment** - You will need a compatible 4G Mobile handset to enable you to use the service

**Minimum term** – The Nano plan has no minimum commitment. However the Max+ plan minimum commitment is 12.

### Information about Pricing

Plan: Commitment	<b>Nano</b> Month to Month	<b>Max +</b> 12 Months
<b>Standard Monthly charge</b>	<b>\$19.95</b>	<b>\$45.00</b>
Data Included	200MB* \$0.099c per mb	10GB (\$4.50 per GB* \$4.50 per GB
Included SMS (Australia)	Included	Included
Included 1800 numbers	Included	Included
Included Calls (Local National Call to Mobiles and 13/1300)	\$200.00	Included
Included International Calls	N/A	300 minutes to *26 countries
Cost in the first month	\$19.95	\$45.00
<b>Plan Cost (Not Commitment)</b>	\$19.95	N/A
<b>Plan Cost (12 Months)</b>	N/A	\$540.00
<b>Call Charges</b>		
Local National Call to Mobiles and 13/1300	99 cents per minute	Included
Call Forwarding	40 cents per minute	40 cents per minute
*Excess Data	\$0.03 per MB (\$33.80 per GB)	\$0.03 per MB (\$33.80 per GB)

#### **\*\*Included International Destinations**

Andorra, Bulgaria, China, China Mobile Cyprus, Denmark, France, Germany, Guam, Hungary, Ireland, Israel, Italy, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Spain, Sweden, UK and USA.



**Roaming/International and data usage:** VeeTel will charge you for usage of additional services such as 1900, 123 Sensis, International roaming, International calls. VeeTel Sim cards come with International IDD and Roaming restrictions. IDD and Roaming charges are consistently changing and are charged at higher rates. Roaming and International call charges may be delayed due to delivery of calls from overseas carriers. Call VeeTel to obtain the most current Roaming and IDD rates. A bond of \$250.00 may be required to activate International IDD or roaming. This bond may be held by VeeTel for a minimum of 3 months

**Early Termination fee:** 12 months commitment plan incur a \$99.00 early termination fee if the service is cancelled or ported within the commitment period

**Billing information** - Veetel will bill you for all calls including Local, National, International, and calls to mobiles except when the plans provides exemptions. I.e inclusive. The first Billing invoice will be a pro-rata from the date that you joined Veetel and a month in advance for all plan charges. Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you in June. All plans are available only on direct debit through a nominated Credit Card.

#### **Other Information**

To obtain data on your Call usage prior invoices contact Veetel customer Service on 1300 833 835 during business hours or email [enquiries@Veetel.com.au](mailto:enquiries@Veetel.com.au)

If you have any concerns about the service we are providing to you, please contact us at your convenience.

**How to contact Veetel** - Veetel's call centre, we are available six days a week during the following hours: Mon-Fri 9:00am-7:00pm, Sat 10am-3pm. Sun Closed.

**Customer Service Enquiries:** 1300 833 835, +61 2 8378 2475 (Outside Australia). **Email Enquires** [enquiries@Veetel.com.au](mailto:enquiries@Veetel.com.au) **Fax number:** +61 2 9314 1717

**Postal address:** Veetel Pty Ltd, Locked Bag 9004, Maroubra NSW 2035

**TIO Contact Details** - If you are not satisfied with our complaint handing 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.