

## Critical Information Summary:



### Hello Mobile “Unlimited 30”

1<sup>st</sup> June 2015

#### Information About the Service

Hello Mobile is a pre-paid ‘SIM-only’ mobile phone carrier service. There are no contracts as consumers “pay as they go”. Users will need to supply their own ‘unlocked’ mobile phone handset and have the option to keep their existing mobile number if they choose to.

#### Information About Pricing

##### Minimum Monthly Charge

Unlimited 30 is a pre-paid service. A minimum monthly (30 day) charge is \$29.90

##### Maximum Monthly Charge

Unlimited 30 is a pre-paid service. A maximum monthly (30 day) charge is \$29.90.

##### Maximum Early Termination Charge

The Hello Mobile Unlimited 30 plan is not subject to a contract period. No early termination charge is applicable.

#### Standardised Cost Information

<b>2 Minute Standard National Mobile Call</b>	Not applicable – Unlimited 30 includes unlimited National mobile calls per 30 days
<b>Standard National Mobile SMS</b>	Not applicable – Unlimited 30 includes unlimited National mobile SMS per 30 days
<b>One Megabyte of Data within Australia</b>	Unlimited 30 plan includes 2GB data per 30 days. Data consumption will be charged per session rounded to nearest block. <ul style="list-style-type: none"><li>• First Block charged at 1c for 205 KB*</li><li>• Second Block charged at 4c for 819KB*</li><li>• All remaining data is charged in blocks of 5c per 1 MB*</li></ul>

\*Please note that calculation of usage from third party data monitoring applications will differ to Hello Mobile due to the way we calculate incremental blockings. For more information, please contact us on 126 999 from your Hello Mobile or on 1300 126 999 from any other mobile or fixed line.

If you restricted your use solely to Standard National Mobile call each 2 minutes in duration, you could make an unlimited number calls based on the \$29.90 plan value;

<b>Plan Name</b>	<b>Number of standard national mobile calls each of 2 minute duration</b>
Unlimited 30	Unlimited calls per \$29.90 recharge

## **Other Information**

### **Call and Data Usage Information**

Hello Mobile customers can obtain information:

- On Hello Mobile usage pricing at <https://www.hellomobile.com.au/plans>
- On their Hello Mobile usage at <https://secure.hellomobile.com.au/>

To assist Hello Mobile customers maintain their service, low charge / recharge notifications are used. Unlimited 30 users are advised twice via SMS, 3 days and 36 hours prior to their account expiry.

### **International Roaming Costs**

Not applicable - your Hello Mobile service will not operate if it is used outside Australia.

### **Customer Service Contact Details**

You can contact Hello Mobile Customer Service by calling **1300 126 999** or by sending an email via the following address [support@hellomobile.com.au](mailto:support@hellomobile.com.au)

### **Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing format. The methods of lodging your complaint are listed at <https://www.hellomobile.com.au/legal/complaints>

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible

### **Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)