

Critical Information Summary:



Hello Mobile “Unlimited 40 (Social)” Plan

16th 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 40 (Social) plan is a pre-paid service. A minimum monthly (30 day) charge is \$39.90

Maximum Monthly Charge

Unlimited 40 (Social) plan is a pre-paid service. A maximum monthly (30 day) charge is \$39.90.

Maximum Early Termination Charge

The Hello Mobile Unlimited 40 (Social) plan is not subject to a contract period. No early termination charge is applicable.

Standardised Cost Information

2 Minute Standard National Mobile Call	Not applicable – Unlimited 40 (Social) plan includes unlimited National mobile calls per 30 days
Standard National Mobile SMS	Not applicable – Unlimited 40 (Social) plan includes unlimited National mobile SMS per 30 days
One Megabyte of Data within Australia	Unlimited 40 (Social) plan includes 4GB data per 30 days Using one Megabyte of data within Australia will cost \$0.05 (charged in 1 cent increment)

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 \$39.90 plan value;

Plan Name	Number of standard national mobile calls each of 2 minute duration
Unlimited 40 (Social) plan	Unlimited calls per \$39.90 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 40 (Social) plan 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

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