

Combo 10 Plan Critical Information Summary



Last update on 23 Aug 2016

Information About the Service

This service is provided by Hello Mobile which is a pre-paid 'SIM-only' mobile service carrier. To use the service, you will need to supply your own 'unlocked' mobile handset, purchase and activate the Hello Mobile SIM card which will enable you to make and receive voice calls, SMS, MMS, use data and other mobile services. Hello Mobile is powered by the Vodafone Australia 4G network.

Information About Pricing

Minimum Monthly Charge

There is no minimum monthly charge as Combo 10 plan is a 'Pay-As-You-Go' plan.

Maximum Monthly Charge

There is no maximum monthly charge as Combo 10 plan is a 'Pay-As-You-Go' plan.

Maximum Early Termination Charge

Combo 10 plan is not subject to a contract period. No early termination charge is applicable. However, if you cancel your service, any remaining credit is not refundable.

Credit Expiry

30 days

Standardised Cost Information

National Call and Text Rate

	<u>To Hello Mobile</u>	<u>To Other Networks</u>
Voice Calls - Mobile	5¢ / minute No flagfall	10¢ / minute No flagfall
Text Message - SMS	12¢ / SMS	12¢ / SMS
Picture Message - MMS	75¢ / MMS	75¢ / MMS
Voice Calls - Landlines	<u>To National Landlines</u> 10¢ / minute No flagfall	

2 Minutes Standard National Call:	“Hello Mobile to Hello Mobile” will cost 10¢ “Hello Mobile to Other Mobile Networks” will cost 20¢
Standard National SMS:	A Standard National SMS will cost 10¢
1MB of Data within Australia:	Using 1MB data within Australia will cost 5¢ (data sessions rounded up to the nearest KB)
Standard International Call:	Combo 10 plan includes 50 minutes to Selected Countries. The list of Selected Countries is subject to change. The current list can be found at http://www.hellomobile.com.au/plans/combo10

If you restricted your use solely to Standard National Mobile calls each of 2 minutes in duration, you could make 50 calls based on a \$10 recharge.

Other Information

Account Management

To check your usage and balance, login to ‘My Account’ at <https://secure.hellomobile.com.au/>. To assist you in maintaining your service, low credit / recharge notifications will be sent to you. You will also be advised when making calls if your account balance has fallen below \$2.00.

International Roaming

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 (from 8am to 8pm, AEST) 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 case, 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