

Critical Information Summary:



Hello Mobile “Combo Plus”

1st April 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

Combo Plus plan is a pre-paid service. A minimum monthly (30 day) charge is \$39.90

Maximum Monthly Charge

Combo Plus plan is a pre-paid service. A maximum monthly (30 day) charge is \$39.90.

Maximum Early Termination Charge

The Hello Mobile Combo Plus 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 – Combo Plus plan includes unlimited National mobile calls per 30 days
Standard National Mobile SMS	Not applicable – Combo Plus plan includes unlimited National mobile SMS per 30 days
One Megabyte of Data within Australia	<p>Combo Plus plan includes 1GB data per 30 days. The charge for using the data are as follows:</p> <p>Data consumption will be charged per session rounded to nearest block.</p> <ul style="list-style-type: none">• First Block charged at 1c for 205 KB*• Second Block charged at 4c for 819KB*• All remaining data is charged in blocks of 5c per 1 MB*

*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.

Plan Name	Number of standard national mobile calls each of 2 minute duration
Combo Plus	Unlimited calls per \$39.90 recharge

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;

Other Information

Call and Data Usage Information

Hello Mobile customers can obtain information:

- On Hello Mobile usage pricing at www.hellomobile.com.au/plans-and-rates
- 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. Combo Plus 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 and lodged via the Hello Mobile website at www.hellomobile.com.au/support/pages/complaints-policy

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