

Critical Information Summary:

Hello Mobile “New Bonus Plan”



1st July 2013

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

‘New Bonus’ plan is a pre-paid service. A minimum monthly charge is not applicable

Maximum Monthly Charge

‘New Bonus’ plan is a pre-paid service. A maximum monthly charge is not applicable.

Maximum Early Termination Charge

The Hello Mobile ‘New Bonus’ plan is not subject to a contract period. No early termination charge is applicable.

‘New’ Bonus Plan Credit Value

Recharge \$	Credit \$ Value	Credit expiry
\$10	Receive \$50 credit value	10 days
\$20	Receive \$120 credit value	20 days
\$30	Receive \$250 credit value	30 days
\$50	Receive \$400 credit value	30 days

Key National call rates

	To Hello mobiles	To other networks
Voice calls – mobiles	0¢ for first 10 minutes then 89¢ / minute plus 39¢ flagfall	89¢ / minute plus 39¢ flagfall
Text message – SMS	29¢ / SMS	29¢ / SMS
Picture message – MMS	\$4.99 / MMS	\$4.99 / MMS
	To National landlines	
Voice calls – landlines	89¢ / minute plus 39¢ flagfall	

Standardised Cost Information

2 Minute Standard National Mobile Call	2 minute national mobile call will cost \$2.20 (\$0.39 flagfall per call and \$0.89 per minute, rounded up to next 5¢)
Standard National Mobile SMS	A standard SMS will cost \$0.29
One Megabyte of Data within Australia	Data usage is not available on this plan.

If you restricted your use solely to Standard National Mobile call each 2 minutes in duration, you could make 22 calls based on a \$10 recharge;

Plan Name	Number of standard national mobile
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	calls each of 2 minute duration
New Bonus plan - \$10 recharge (\$50 value)	22 calls
New Bonus plan - \$20 recharge (\$120 value)	54 calls
New Bonus plan - \$30 recharge (\$250 value)	113 calls
New Bonus plan - \$50 recharge (\$400 value)	181 calls

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 credit / recharge notifications are used. 'New Bonus' plan users are advised when placing voice calls if their account balance has fallen below \$2.00.

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