

## Critical Information Summary:



## Hello Mobile “Bonus Plan (pre Dec 2010)”

1<sup>st</sup> March 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

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

#### Maximum Monthly Charge

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

#### Maximum Early Termination Charge

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

#### ‘Bonus’ Plan Credit Value

Recharge \$	Credit \$ Value	Credit expiry
\$10	Receive \$30 credit value	90 days
\$20	Receive \$60 credit value	90 days
\$30	Receive \$90 credit value	90 days
\$50	Receive \$150 credit value	90 days

#### Key National call rates

	To Hello mobiles	To other networks
Voice calls – mobiles	0¢ for first 10 minutes then 80¢ / minute plus 70¢ flagfall	80¢ / minute plus 70¢ flagfall
Text message – SMS	45¢ / SMS	45¢ / SMS
Picture message – MMS	\$2.50 / MMS	\$2.50 / MMS
	To National landlines	
Voice calls – landlines	80¢ / minute plus 70¢ flagfall	

### Standardised Cost Information

<b>2 Minute Standard National Mobile Call</b>	2 minute national mobile call will cost \$2.30 (\$0.70 flagfall per call and \$0.80 per minute)
<b>Standard National Mobile SMS</b>	A standard SMS will cost \$0.45
<b>One Megabyte of Data within Australia</b>	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 13 calls based on a \$10 recharge;

Plan Name	Number of standard national mobile calls each of 2 minute duration
<b>Bonus plan - \$10 recharge (\$30 value)</b>	13 calls
<b>Bonus plan - \$20 recharge (\$60 value)</b>	26 calls
<b>Bonus plan - \$30 recharge (\$90 value)</b>	39 calls
<b>Bonus plan - \$50 recharge (\$150 value)</b>	65 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](http://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. '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](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 and lodged via the Hello Mobile website at [www.hellomobile.com.au/support/pages/complaints-policy](http://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](http://www.tio.com.au/making-a-complaint)