

Critical Information Summary:



Hello Mobile “Add-On Data Pack”

31st July 2015

Information About the Service

Hello Mobile Add-On Data Pack is a 3G internet service that allows customers to connect on-the-go without any lock-in contracts or unexpected expensive data bills. With competitive rates and a range of data packs to choose from, Hello Mobile Add-On Data Pack is perfect for existing customers to join internet service in lower rates when they need data, providing the best flexibility and convenience.

Hello Mobile Add-On Data Pack is limited to internet use within Australia.

Information About Pricing

Minimum Monthly Charge

Hello Mobile Add-On Data Pack is a pre-paid service. A minimum monthly charge is not applicable

Maximum Monthly Charge

Hello Mobile Add-On Data Pack is a pre-paid service. A maximum monthly charge is not applicable.

Maximum Early Termination Charge

The Hello Mobile Add-On Data Packs are not subject to a contract period. No early termination charge is applicable.

Standardised Cost Information

Plan Details	Price (AUD)	Expiry
500MB Add-On Data Pack	\$ 5	30 days
1GB Add-On Data Pack	\$ 10	30 days
2GB Add-On Data Pack	\$ 15	30 days
Data Consumption		
Data consumption will be charged per session rounded to nearest block.		
<ul style="list-style-type: none">• First Block charged at 1c for 205 KB*• Second Block charged at 4c for 819 KB*• 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.

Other Information

Call and Data Usage Information

Hello Mobile customers can obtain information:

- On Hello Mobile usage pricing at <https://www.hellomobile.com.au/addondata>
- On your Hello Mobile usage at <https://secure.hellomobile.com.au/>

International Roaming Costs

Not applicable - your Hello Mobile Add-On Data Pack 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