

# Aecom Solution

## Critical Information Summary



### MOBILE SIM ONLY SERVICE : DATA POOLING

This summary may not reflect any discounts or promotions which may apply from time to time

#### [Service Description, Pricing, Terms and Conditions](#)

Pricing includes GST.

Effective 24 June 2022

	3 GB	10 GB	20 GB	40 GB
Minimum Monthly Charge Per Service in Data Pool Account	\$	\$	\$	\$
Data Pooling Account Set Up	\$			
10 GB Pooling Data Account Data Top Up (Manual or Auto Data Top Up Available)	\$			
Minimum Charge	Minimum term is equal to 2 months MMC if terminated in the first month of activation, and 1 months MMC thereafter. Additional charges for Data Pool Account set up and sim postage apply.			
Monthly Included Data Allowance	The included data allowance is the sum of the included data allowances for each service in the Data Pool Account			
Minimum Term	1 month			
National Calls, calls to 1300/13/1800, SMS and MMS, Call Forwarding, Voicemail Divert and Retrieval	Unlimited			
SIM Postage	\$			
International Calls, SMS	Included Calls to selected International Destinations, including International SMS and calls to mobile are available to 20GB 40GB Plans. International Calls from 3GB AND 10GB Plans are charged at rates available at <a href="#">/important-documents</a>			
Included Selected International Destinations, 20 GB and 40 GB plans.	China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam,			
What's Included	Your Plan is for a post-paid mobile phone service using parts of the Telstra Mobile Network. It can be used within Australia to access data, make calls and send SMS and MMS to standard Australian numbers, and most '11xx', '12xx' '13xx' and 1800 numbers, and most international numbers. International calling, Data Top Up, and International Roaming defaults on. You must ask us to turn off any of these features.			

#### Other Call Charges

Other Call Charges are available at [/important-documents](#)

#### Your Device

You may bring your own compatible device, or may purchase an eligible device with this plan, payable in 12 or 24 monthly installments (subject to terms and conditions). If you cancel your device instalment plan early, you must pay any remaining device repayments in full. You may pay out your installment plan at any time by paying out any remaining installments.

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### Data Pooling

Services on a data pooling account contribute their data allowance to the pool of data available to all services in that pool. Data Pooling is managed at a data pool level, only services in the same pool contribute and consume data from that pool. Data cannot be shared across data pools. A maximum of 200 services can be in a pool. Multiple Data Pools may be created.

Services in a Data Pooling account must all be on a Data Pooling plan but may be on different data pooling plans.

Data Pooling Plans are available with either auto or manual data top ups. A Data Pooling Account must either Auto or Manual top up.

Data banking is not available with Data Pooling. Data Pooling is not available overseas.

### Can we Change your Plan?

From time to time, we may make changes to your Plan, including the price and inclusions. If we change your Plan, or move you to a new Plan, we'll give you a minimum of 30 days' notice before we make the change. If we reasonably consider that the change or move has more than a minor detrimental impact on you, you can cancel your plan by either disconnecting the service, or porting the mobile number away from us.

### Your First Months Charges.

On your first bill, you will be charged a pro rata amount from the date your service is connected until the 28<sup>th</sup> of the month of connection, and a full month's charge for the following month.

### Cancelling a Service.

When you cancel a service by either disconnecting the service, or porting to another carrier, we won't refund any amounts that you have been invoiced for, and you will need to pay out any devices or accessories in full.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

### Need help? We're here for you.

Visit [/contact-us](#) or call 1300 481 717 for our support options.

### Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 841717. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit

<https://www.tio.com.au/contact-us> if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [important-documents/](#), and your Commercial Agreement with Aecom Solutions.