

Aecom Solution

Critical Information Summary



MOBILE SIM ONLY SERVICE INCLUDING DATA BANK

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 19 September 2022

	1 GB	3GB	10 GB	20 GB	30 GB	60 GB	100 GB
Minimum Monthly Charge	\$14.00	\$21.00	\$29.00	\$33.00	\$54.00	\$65.00	\$91.00
Monthly Included Data Allowance	when the included data allowance is exceeded, a 2Gb top up is applied. Up to 5 top ups are available each month. You must ask us if you want to turn off auto top ups of data. Each top up costs \$10.00						
Minimum Term	1 month						
National Calls, SMS and MMS , Call Forwarding, Voicemail Divert and Retrieval	Unlimited						
SIM Postage	\$12.95						
International Calls, SMS	Calls to selected International Destinations, including International SMS and calls to mobile are available to 20GB,30GB,60GB and 100GB Plans. International Calls from 1GB,3GB AND 10GB Plans are charged at rates available at /important-documents						
Included Selected Destinations	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 MSS 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. If you cancel your device instalment plan early, you must pay any remaining device repayments in full. You may pay out your instalment plan at any time by paying out any remaining installments.

Data Banking

If you have not consumed all your data by the end of the bill cycle (28th day of the month), the unused data will roll over and be available to you in the next month. This will occur at the conclusion of each billing cycle. The maximum amount of data that you can bank is 500GB.

If a plan is downgraded, then the data bank is forfeited. If a service is suspended, it will retain its data bank, but will not accumulate more data each month that it remains suspended. If a service is disconnected or ported away, any data in the data bank is forfeited, even if the disconnection or port is in error

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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 28th 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 481717. 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.