

Critical Information Summary

Ozi Telecom's Consumer Post-Paid Mobile SIM Plans

Here's a bit of a closer look at the ins and outs of our SIM Only Mobile plans. **(All Prices are Ex GST)**

Plan Name	PROMO	SMALL	MEDIUM	LARGE
Monthly Cost	\$50 For first 3months then \$99 Monthly	\$29	\$39	\$55
Data Included	80 GB	17 GB	29 GB	50 GB
Plan Inclusions	Unlimited standard National Talk & Text 80GB Mobile data Monthly Unlimited standard Talk & Text to 15 International countries (China, USA, UK, France, Germany, Ireland, South Korea, Mexico, Peru, Puerto Rico, Romania, Singapore, Spain, Sweden & Venezuela) 5G Network Access No-Lock in contract Eligible to purchase mobile handset outright Upgrade plan once in a month	Unlimited standard National Talk & Text 17GB Mobile data Monthly 5G Network Access Upgrade plan once in a month No-Lock in contract Eligible to purchase mobile handset outright	Unlimited standard National Talk & Text 29GB Mobile data Monthly 5G Network Access Upgrade plan once in a month No-Lock in contract Eligible to purchase mobile handset outright	Unlimited standard National Talk & Text 50GB Mobile data Monthly 5G Network Access Upgrade plan once in a month No-Lock in contract Eligible to purchase mobile handset outright
Not Included	Talk, SMS & MMS to Premium numbers (e. g. .19xx numbers) International Call, SMS & MMS (Click here to see international call rates: https://www.ozitelecom.com.au/international-calling/) Call, SMS & MMS to any Satellite number Data sharing Data Banking			
Minimum Term	1 Month			
Excess National Data Pack	\$10 for 1GB data to use in Australia \$25 for 3GB data to use in Australia			
Bundle & Save	Get 10% discount when bundle with Home NBN Internet			
International Roaming	\$10 Per Day International Roaming in Zone 1 Countries \$65 Per 7 Days International Roaming in Zone 1 Countries Click on here to Zone 1 countries: https://www.ozitelecom.com.au/international-roaming/			

Our Mobile Service

Mobile network: Our SIM only Mobile Plans provide access to the Optus mobile network. You'll need to bring an unlocked mobile device that's compatible with Optus mobile network. With 4G/5G devices, you can access some or all of the 4G/5G Mobile network. The Optus 4G Plus network uses multiple frequencies (LTE 700 / 1800 / 2100 / 2300 / 2600 MHz) to provide coverage. 5G is available in selected areas (excl. NT). Compatible device is required. When not in 5G coverage area, the device will switch to the Optus 4G Network depending on your device and location. You can check coverage based on your address.

VoLTE/Wi-Fi calling: These plans are also eligible for Voice over LTE (VoLTE) and Wi-Fi calling in certain areas and with compatible devices. For details, see our Customer Terms.

Allowance

- **Calls, SMS and MMS to standard Australian numbers:** Your allowance can be used for standard landline, mobile and 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Calls to standard international numbers:** We have International call packs for specific countries for all mobile plans that can be used to call standard landline and mobile numbers to overseas destinations. If you happen to use all your allowance during a billing period, pay as you go rates will then apply. For pay as you go rates, visit at <https://www.ozitelecom.com.au/international-calling/>
- **Data:** All data is for using in Australia. If you use more than your allowance, we'll automatically give you a 1GB Data Boost for \$10, up to 3GB in a billing period. Once you've reached that limit, you won't be able to use additional data for the rest of the billing period. You may be charged for any additional data used (\$0.05 per MB), for a limited time before we discontinue your data access. If you'd like to continue to use additional data, call 1800 807 808. All unused data (including Data Boosts) expires at the end of each billing period. We'll provide you with Email alerts once you've reached approximately 50%, 85% and 100% of your included data allowance. You can get details about your call and data usage by calling us at 1800 807 808.
- **Speed:** Speed will vary depending on your device and location. Download speeds are capped at 100Mbps for 5G network only.

Special offer

We'll apply a monthly discount of 10% to your OZI TELECOM Mobile SIM plan from the date we activate your service so long as you keep your OZI TELECOM's Home NBN Internet active and in your name. This discount will appear as a credit on your OZI TELECOM Telecommunications bill. If your OZI TELECOM's Home NBN Internet plan ends you'll no longer receive a discount from the following billing period.

Exclusions

Our SIM plans can't be used when you're overseas. Monthly allowances exclude calls to directory assistance 1223 and 124YES, international call diversions, calls to premium numbers (e.g. 0055 calls and 19xx numbers), calls and SMS to satellite numbers, reverse call charges, third party content charges and any other calls and services that we decide are excluded. Contact us at 1800 807 808 to more information.

Billing and fees

Accounts are billed in advance. Your first bill will include fees for the upcoming month and any partial amount for your first month. You can expect to receive that Tax Invoice within 10 business days after we activate your service & deducted the payment from your nominated payment methods. Afterwards, bills/Tax Invoices will be sent monthly and include charges in advance for the minimum monthly fee, and in arrears for any usage not included in your plan. Below are some fees that may apply, and for more information on applicable fees please see our Customer Terms.

Description of fee	Amount
SIM replacement fee: May be applied for a SIM card/eSIM replacement	\$10.00
Paper bill fee: Applies to each paper bill. We prefer e-billing and think you will too – it's free of charge and easy to set up	\$20.75
Late payment fee: We may apply this if you don't pay a bill by the due date	\$25.00
Failed Direct debit fee: We will apply fail payment fee if our direct debit attempt fails for each time	\$25.00

*All Fees & charges are Ex GST

Cancelling your plan

You're welcome to cancel your plan by providing us 1 month notice with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan. After that, we're all squared away.

Changing your plan

We give you the freedom to change your plan at any time for no fee, once per billing period. If you decide to change your plan before the end of your billing period, you'll need to pay a pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid in advance for your current plan. When you change plan, the data allowance of your new plan will apply, and any unused data allowance and Data Boosts will expire. There may also be times when we have to make changes to your plan, like updating fees or inclusions. Rest assured; we'll only ever do this in line with our Customer Terms.

Acceptable Use

Our Acceptable Use Policy sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, for example by using your plan excessively or fraudulently, we can take the actions mentioned in the policy including suspend your service, terminate your contract & service. Fair usage policy applies to all our Mobile plans.

We're here to help

We want you to have the best experience with us. So, if there's something you're not happy with, we're here to help. Give us a call on **1800 807 808** or get in touch at <https://ozitelecom.com.au/contact>. You can review our Complaints Handling Policy. It'll step you through the process, so you know what will happen and how quickly we can put things right. We hope that'll get things back on track. But if that's not the case, you can always take things further by calling the Telecommunications Industry Ombudsman on **1800 062 058** or visiting tio.com.au.