

**TELECHOICE - POSTPAID MOBILE SERVICE  
PRICING TABLE**

**SECTION 2 - CURRENT OFFER PRICING PLANS FOR CUSTOMERS**

<b>1</b>	<b>ABOUT THIS SECTION</b> .....	<b>4</b>
<b>2</b>	<b>TC17 PLANS 12M &amp; 24M: TC17 – 12M (PLAN REF: 1165), TC17 – 24M (PLAN REF: 1166)</b> .....	<b>5</b>
2.1	Eligibility .....	5
2.2	Minimum term .....	5
2.3	What <i>you</i> have to pay <i>us</i> .....	5
2.4	Eligible Calls and Pricing Plans.....	6
2.5	Excess Data and Data Speed Controls .....	9
2.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	9
<b>3</b>	<b>TC22 PLANS 12M &amp; 24M: TC22 – 12M (PLAN REF: 1167), TC22 – 24M (PLAN REF: 1168)</b> .....	<b>10</b>
3.1	Eligibility .....	10
3.2	Minimum term .....	10
3.3	What <i>you</i> have to pay <i>us</i> .....	10
3.4	Eligible Calls and Pricing Plans.....	11
3.5	Excess Data and Data Speed Controls .....	14
3.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	14
<b>4</b>	<b>TC28 PLANS 12M &amp; 24M: TC28 – 12M (PLAN REF: 1169), TC28 – 24M (PLAN REF: 1170)</b> .....	<b>15</b>
4.1	Eligibility .....	15
4.2	Minimum term .....	15
4.3	What <i>you</i> have to pay <i>us</i> .....	15
4.4	Eligible Calls and Pricing Plans.....	16
4.5	Excess Data and Data Speed Controls .....	19
4.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	19
<b>5</b>	<b>TC33 PLANS 12M &amp; 24M: TC33 – 12M (PLAN REF: 1171), TC33 – 24M (PLAN REF: 1172)</b> .....	<b>20</b>
5.1	Eligibility .....	20
5.2	Minimum term .....	20
5.3	What <i>you</i> have to pay <i>us</i> .....	20
5.4	Eligible Calls and Pricing Plans.....	21
5.5	Excess Data and Data Speed Controls .....	24
5.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	24
<b>6</b>	<b>TC38 PLANS 12M &amp; 24M: TC38 – 12M (PLAN REF: 1173), TC38 – 24M (PLAN REF: 1174)</b> .....	<b>25</b>
6.1	Eligibility .....	25
6.2	Minimum term .....	25
6.3	What <i>you</i> have to pay <i>us</i> .....	25
6.4	Eligible Calls and Pricing Plans.....	26
6.5	Excess Data and Data Speed Controls .....	29
6.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	29
<b>7</b>	<b>TC45 PLANS 12M &amp; 24M: TC45 – 12M (PLAN REF: 1175), TC45 – 24M (PLAN REF: 1176)</b> .....	<b>30</b>

7.1	Eligibility .....	30
7.2	Minimum term .....	30
7.3	What <i>you</i> have to pay <i>us</i> .....	30
7.4	Eligible Calls and Pricing Plans.....	31
7.5	Excess Data and Data Speed Controls .....	34
7.6	What happens if the <i>service</i> is <i>cancelled</i> early – 12 & 24 month plans .....	34
<b>8</b>	<b>HRO 25 MOBILE HANDSET PLANS: HRO 25 – 24M PLAN REF: 1183 .....</b>	<b>35</b>
8.1	Eligibility .....	35
8.2	Minimum term .....	35
8.3	What <i>you</i> have to pay <i>us</i> .....	35
8.4	Eligible Calls and Pricing Plans.....	36
8.5	Excess Data and Data Speed Controls .....	39
8.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	39
8.7	Rate Plan Change Fees .....	40
8.8	Automated Payment Method .....	41
<b>9</b>	<b>HRO 30 MOBILE HANDSET PLANS: HRO 30 – 24M PLAN REF: 1184 .....</b>	<b>42</b>
9.1	Eligibility .....	42
9.2	Minimum term .....	42
9.3	What <i>you</i> have to pay <i>us</i> .....	42
9.4	Eligible Calls and Pricing Plans.....	43
9.5	Excess Data and Data Speed Controls .....	46
9.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	46
9.7	Rate Plan Change Fees .....	47
9.8	Automated Payment Method .....	48
<b>10</b>	<b>HRO 35 MOBILE HANDSET PLANS: HRO 35 – 24M PLAN REF: 1185 .....</b>	<b>49</b>
10.1	Eligibility .....	49
10.2	Minimum term .....	49
10.3	What <i>you</i> have to pay <i>us</i> .....	49
10.4	Eligible Calls and Pricing Plans.....	50
10.5	Excess Data and Data Speed Controls .....	53
10.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	53
10.7	Rate Plan Change Fees .....	54
10.8	Automated Payment Method .....	55
<b>11</b>	<b>HRO 40 MOBILE HANDSET PLANS: HRO 40 – 24M PLAN REF: 1186 .....</b>	<b>56</b>
11.1	Eligibility .....	56
11.2	Minimum term .....	56
11.3	What <i>you</i> have to pay <i>us</i> .....	56
11.4	Eligible Calls and Pricing Plans.....	57
11.5	Excess Data and Data Speed Controls .....	60
11.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	60
11.7	Rate Plan Change Fees .....	61
11.8	Automated Payment Method .....	62
<b>12</b>	<b>HRO 45 MOBILE HANDSET PLANS: HRO 45 – 24M PLAN REF: 1187 .....</b>	<b>63</b>
12.1	Eligibility .....	63
12.2	Minimum term .....	63
12.3	What <i>you</i> have to pay <i>us</i> .....	63
12.4	Eligible Calls and Pricing Plans.....	64
12.5	Excess Data and Data Speed Controls .....	67

12.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	67
12.7	Rate Plan Change Fees .....	68
12.8	Automated Payment Method .....	69
<b>13</b>	<b>HRO 55 MOBILE HANDSET PLANS: HRO 55 – 24M PLAN REF: 1188 .....</b>	<b>70</b>
13.1	Eligibility .....	70
13.2	Minimum term .....	70
13.3	What <i>you</i> have to pay <i>us</i> .....	70
13.4	Eligible Calls and Pricing Plans.....	71
13.5	Excess Data and Data Speed Controls .....	74
13.6	What happens if the <i>service</i> is <i>cancelled</i> early – 24 month plans.....	74
13.7	Rate Plan Change Fees .....	75
13.8	Automated Payment Method .....	76

## 1 ABOUT THIS SECTION

- (a) This is Section 2 of the *pricing table* for the *TeleChoice Postpaid Mobile service*.
- (b) This section contains the *pricing plans* that we currently offer to new customers for activations after the 28<sup>th</sup> day of October 2020.
- (c) If you cannot find the name of your *pricing plan* in this section, you should refer to Sections 3 and 4 of the *pricing table* as they contains *pricing plans* that we do not currently offer to new customers. You can also call us for more information.
- (d) You may also need to refer to the following:
  - (i) Section 1 of this *pricing table* for general information on the calculation of charges for use of the *service* and other call charges not covered by your *pricing plan*,
  - (ii) Appendix I for a list of countries and the per minute call rate for international calls originating from Australia, and
  - (iii) The *Value Added Service Features* Appendix A for the description and charges the range of *value added service features* available with the *service*.
- (e) The meaning of the words printed *in italics like this* is explained in the *dictionary*.

**2 TC17 PLANS 12M & 24M:  
TC17 – 12M (PLAN REF: 1165),  
TC17 – 24M (PLAN REF: 1166)**

**2.1 Eligibility**

- (a) The TC17 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC17 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC17 plan you wish to connect to.

**2.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**2.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC17 – 12M (Plan Ref: 1165);
  - (ii) TC17 – 24M (Plan Ref: 1166).
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

## 2.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC17 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC17 – 12M (Plan Ref: 1165);
  - (ii) TC17 – 24M (Plan Ref: 1166).

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on TeleChoice Plans)	No
Insurance	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>TC17 - 12M Plan Ref: 1165</b>	<b>TC17 - 24M Plan Ref: 1166</b>
<b>Minimum Monthly Spend</b>	\$17	\$17
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
<b>Monthly included mobile data allowance</b>	5GB	5GB
<b>Minimum total cost</b>	\$204 over 12 Months	\$408 over 24 Months
<b>Billing interval(s)</b>	60 secs	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^	Unlimited^
<b>Standard National SMS^</b>	Unlimited^	Unlimited^
<b>International SMS</b>	Unlimited^	Unlimited^
<b>Standard national MMS</b>	Unlimited^	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50	\$2.50
<b>Standard call rate for 13 Numbers per 60 seconds (not charged for Unlimited^ calls) (excluding TeleChoice Customer Service)</b>	\$0.99	\$0.99

Table 2 continued	TC17 - 12M Plan Ref: 1165	TC17 - 24M Plan Ref: 1166
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited^	Unlimited^
<b>Call Forwarding to Standard National Numbers</b>	Unlimited^	Unlimited^
<b>Standard National video call rate / per 60 sec</b>	\$1.50	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00	\$2.00
<b>Video Flagfall</b>	\$0.40	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International^</b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
<b>International Rates* /min</b>	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.



## 2.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 2.6 What happens if the *service is cancelled early* – 12 & 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)* is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.

**3 TC22 PLANS 12M & 24M:  
TC22 – 12M (PLAN REF: 1167),  
TC22 – 24M (PLAN REF: 1168)**

**3.1 Eligibility**

- (a) The TC22 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC22 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC22 plan you wish to connect to.

**3.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**3.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC22 – 12M (Plan Ref: 1167);
  - (ii) TC22 – 24M (Plan Ref: 1168).
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

### 3.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC22 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC22 – 12M (Plan Ref: 1167);
  - (ii) TC22 – 24M (Plan Ref: 1168).

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls^	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on TeleChoice Plans)	No
Insurance	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>TC22 - 12M Plan Ref: 1167</b>	<b>TC22 - 24M Plan Ref: 1168</b>
<b>Minimum Monthly Spend</b>	\$22	\$22
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
<b>Monthly included mobile data allowance</b>	12GB	12GB
<b>Minimum total cost</b>	\$264 over 12 Months	\$528 over 24 Months
<b>Billing interval(s)</b>	60 secs	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^	Unlimited^
<b>Standard National SMS^</b>	Unlimited^	Unlimited^
<b>International SMS</b>	Unlimited^	Unlimited^
<b>Standard national MMS</b>	Unlimited^	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50	\$2.50
<b>Standard call rate for 13 Numbers per 60 seconds (not charged for Unlimited^ calls) (excluding TeleChoice Customer Service)</b>	\$0.99	\$0.99

Table 2 continued	TC22 - 12M Plan Ref: 1167	TC22 - 24M Plan Ref: 1168
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited^	Unlimited^
<b>Call Forwarding to Standard National Numbers</b>	Unlimited^	Unlimited^
<b>Standard National video call rate / per 60 sec</b>	\$1.50	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00	\$2.00
<b>Video Flagfall</b>	\$0.40	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International^</b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
<b>International Rates* /min</b>	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

### 3.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

### 3.6 What happens if the *service is cancelled early* – 12 & 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.

The *Early Termination Fee (ETF)* is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.

**4 TC28 PLANS 12M & 24M:  
TC28 – 12M (PLAN REF: 1169),  
TC28 – 24M (PLAN REF: 1170)**

**4.1 Eligibility**

- (a) The TC28 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC28 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC28 plan you wish to connect to.

**4.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**4.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC28 – 12M (Plan Ref: 1169);
  - (ii) TC28 – 24M (Plan Ref: 1170);
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

#### 4.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC28 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC28 – 12M (Plan Ref: 1169);
  - (ii) TC28 – 24M (Plan Ref: 1170);

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No



Table 2

Plan	TC28 - 12M Plan Ref: 1169	TC28 - 24M Plan Ref: 1170
Minimum Monthly Spend	\$28	\$28
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	26GB	26GB
Minimum total cost	\$336 over 12 Months	\$672 over 24 Months
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40

Table 2 continued	TC28 - 12M Plan Ref: 1169	TC28 - 24M Plan Ref: 1170
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223 (no flagfall)</b>	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>60 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

#### 4.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

#### 4.6 What happens if the **service is cancelled early – 12 & 24 month plans**

- (a) If the *service* is *cancelled* before the expiry of the *minimum term* you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)* is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.

**5 TC33 PLANS 12M & 24M:  
TC33 – 12M (PLAN REF: 1171),  
TC33 – 24M (PLAN REF: 1172)**

**5.1 Eligibility**

- (a) The TC33 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC33 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC33 plan you wish to connect to.

**5.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**5.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC33 – 12M (Plan Ref: 1171);
  - (ii) TC33 – 24M (Plan Ref: 1172);
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

#### 5.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC33 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC33 – 12M (Plan Ref: 1171);
  - (ii) TC33 – 24M (Plan Ref: 1172);

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC33 - 12M Plan Ref: 1171	TC33 - 24M Plan Ref: 1172
Minimum Monthly Spend	\$33	\$33
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	35GB	35GB
Minimum total cost	\$396 over 12 Months	\$792 over 24 Months
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40

Table 2 continued	TC33 - 12M Plan Ref: 1171	TC33 - 24M Plan Ref: 1172
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223 (no flagfall)</b>	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>120 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 5.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 5.6 What happens if the *service is cancelled early* – 12 & 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The Early Termination Fee (ETF) is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.



**6 TC38 PLANS 12M & 24M:  
TC38 – 12M (PLAN REF: 1173),  
TC38 – 24M (PLAN REF: 1174)**

**6.1 Eligibility**

- (a) The TC38 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC38 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC38 plan you wish to connect to.

**6.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**6.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC38 – 12M (Plan Ref: 1173);
  - (ii) TC38 – 24M (Plan Ref: 1174);
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

#### 6.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC38 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC38 – 12M (Plan Ref: 1173);
  - (ii) TC38 – 24M (Plan Ref: 1174);

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC38 - 12M Plan Ref: 1173	TC38 - 24M Plan Ref: 1174
Minimum Monthly Spend	\$38	\$38
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	42GB	42GB
Minimum total cost	\$456 over 12 Months	\$912 over 24 Months
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40

Table 2 continued	TC38 - 12M Plan Ref: 1173	TC38 - 24M Plan Ref: 1174
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223 (no flagfall)</b>	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>180 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 6.5 Excess Data and Data Speed Controls

- (a) Excess Data:
- (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 6.6 What happens if the *service is cancelled early* – 12 & 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
- (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The Early Termination Fee (ETF) is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.

**7 TC45 PLANS 12M & 24M:  
TC45 – 12M (PLAN REF: 1175),  
TC45 – 24M (PLAN REF: 1176)**

**7.1 Eligibility**

- (a) The TC45 12M & 24M plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the *service* is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*You* may only transfer to the TC45 plans with our prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on *your* existing agreement and undertake *our* standard credit checks for the TC45 plan you wish to connect to.

**7.2 Minimum term**

You must agree to a fixed length agreement with a 12 month or 24 month minimum term.

**7.3 What *you* have to pay *us***

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the
  - (i) TC45 – 12M (Plan Ref: 1175);
  - (ii) TC45 – 24M (Plan Ref: 1176);
- (c) Each month *you* must pay:
  - (i) *a minimum monthly payment* (which includes a value of data). *You* must pay this *minimum monthly payment* even if *you* do not use data from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment supplied to *you* from *us*;
  - (iv) charges for all eligible calls made over the amount of included value for the relevant service at the rates set out below or where not set out below, in

accordance with the pricing tables for the relevant service.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure

#### 7.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an 'eligible call' which counts towards the plan and *minimum monthly charge* of your TC45 Plan
- (b) Table 2 below contains pricing details of the:
- (i) TC45 – 12M (Plan Ref: 1175);
  - (ii) TC45 – 24M (Plan Ref: 1176);

**Table 1**

<b>Call Type</b>	<b>Available / Eligible Call</b>
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Plans)	No
Insurance	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 2

Plan	TC45 - 12M Plan Ref: 1175	TC45 - 24M Plan Ref: 1176
Minimum Monthly Spend	\$45	\$45
Monthly included value	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS	
Monthly included mobile data allowance	55GB	55GB
Minimum total cost	\$540 over 12 Months	\$1080 over 24 Months
Billing interval(s)	60 secs	60 secs
Call connection / Flagfall per call † (excluding Unlimited^ calls)	\$0.40	\$0.40
Standard National call rate per 60 seconds (to standard national mobile and landline)	Unlimited^	Unlimited^
Standard National SMS^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^
Standard national MMS	Unlimited^	Unlimited^
Standard national Video MMS	60 included per month then \$0.75 per MMS	60 included per month then \$0.75 per MMS
International MMS – size limited to 300KB	\$2.50	\$2.50
International Video MMS – size limited to 300KB	\$2.50	\$2.50
13 Numbers per 60 sec (excluding TeleChoice Customer Service)	\$0.00	\$0.00
Customer Service Calls 1300 TeleChoice (no flagfall)	\$0.00 per call	\$0.00 per call
1800 Numbers per 60 sec	\$0.00	\$0.00
Telstra Directory Assistance 1223 (no flagfall)	Unlimited^	Unlimited^
Call Forwarding to Standard National Numbers	Unlimited^	Unlimited^
Standard National video call rate / per 60 sec	\$1.50	\$1.50
International video call rate / per 60 sec	\$2.00	\$2.00
Video Flagfall	\$0.40	\$0.40



Table 2 continued	TC38 - 12M Plan Ref: 1173	TC38 - 24M Plan Ref: 1174
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>		
<b>Default Standard National Voice Usage</b>	\$0.99	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40	\$0.40
<b>Default Standard National SMS</b>	\$0.25	\$0.25
<b>Default Standard National MMS</b>	\$0.50	\$0.50
<b>Default Standard International SMS</b>	\$0.50	\$0.50
<b>Default Telstra Directory Assistance 1223 (no flagfall)</b>	\$1.50 per call	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

¥ Default rates apply to unlimited usage deemed as unreasonable.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>240 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 7.5 Excess Data and Data Speed Controls

- (a) Excess Data:
  - (i) TeleChoice Mobile Plans provide excess data charged in 1 Gigabyte (GB) blocks each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
  - (ii) 1GB excess data blocks will be made available once:
    - (A) Your Plan's included data allowance has been exhausted,
    - (B) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
  - (iii) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
  - (iv) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 7.6 What happens if the *service is cancelled early* – 12 & 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service is cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any), or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The Early Termination Fee (ETF) is calculated at a rate of \$15 per month or the monthly access fee (whichever is the lower) for the remaining months of the fixed term contract. The maximum termination fee is \$180 for a 12 month fixed term contract and \$360 for a 24 month fixed term contract.

## 8 HRO 25 MOBILE HANDSET PLANS: HRO 25 – 24M PLAN REF: 1183

### 8.1 Eligibility

- (a) The HRO 25 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 25 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 25 Mobile Handset Plans.

### 8.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 8.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
  - (i) HRO 25 – 24M Plan Ref: 1183
- (c) Each month *you* must pay:
  - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 8.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 25 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 25 – 24M Plan Ref: 1183

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 25 – 24M Plan Ref: 1183</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$25
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	5GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$629
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice (no flagfall)</b>	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice (no flagfall)</b>	\$0.00 per call

Table 2 continued	HRO 25 – 24M Plan Ref: 1183
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited^
<b>Call Forwarding to Standard National Numbers</b>	Unlimited^
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International^</b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
<b>International Rates* /min</b>	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

^ Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 8.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 8.6 What happens if the *service* is *cancelled early* – 24 month plans

- (a) If the *service* is *cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum *ETF* is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 25 – 24M Plan Ref: 1184
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

**8.7 Rate Plan Change Fees**

- (a) Rate Plan Changes from the HRO 25 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

**Table 5**

		Destination Plan					
		HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)
<b>Rate Plan change Administration Fee</b>		\$25	\$25	\$25	\$25	\$25	\$25
Rate Plan Change Maximum charge over 24 months The Rate Plan change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.							
<b>Originating Plan</b>	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A



**8.8 Automated Payment Method**

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 25 – 24M Plan and must be provided at the time of application for the HRO 25 – 24M Plan
- (b) Approved automated payment methods include
  - (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

## 9 HRO 30 MOBILE HANDSET PLANS: HRO 30 – 24M PLAN REF: 1184

### 9.1 Eligibility

- (a) The HRO 30 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 30 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 30 Mobile Handset Plans.

### 9.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 9.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
  - (i) HRO 30 – 24M Plan Ref: 1184
- (c) Each month *you* must pay:
  - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 9.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 30 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 30 – 24M Plan Ref: 1184

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 30 – 24M Plan Ref: 1184</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$30
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	12GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$749
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice (no flagfall)</b>	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice (no flagfall)</b>	\$0.00 per call

Table 2 continued	HRO 30 – 24M Plan Ref: 1184
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited <sup>^</sup>
<b>Call Forwarding to Standard National Numbers</b>	Unlimited <sup>^</sup>
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates †</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

† Call Connection Fee / Flagfall applies to all call types unless specified.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

† Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

**Table 3**

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
<b>International Rates* /min</b>	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 9.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 9.6 What happens if the *service* is *cancelled early* – 24 month plans

- (a) If the *service* is *cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus
  - (iii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum *ETF* is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 30 – 24M Plan Ref: 1184
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

**9.7 Rate Plan Change Fees**

- (a) Rate Plan Changes from the HRO 30 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

**Table 5**

	Destination Plan						
	HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)	
Rate Plan change Administration Fee	\$25	\$25	\$25	\$25	\$25	\$25	
Rate Plan Change Maximum charge over 24 months The Rate Plan Change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.							
Originating Plan	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A

**9.8 Automated Payment Method**

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 30 – 24M Plan and must be provided at the time of application for the HRO 30 – 24M Plan
- (b) Approved automated payment methods include
  - (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.



## 10 HRO 35 MOBILE HANDSET PLANS: HRO 35 – 24M PLAN REF: 1185

### 10.1 Eligibility

- (a) The HRO 35 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 35 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 35 Mobile Handset Plans.

### 10.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 10.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
- (i) HRO 35 – 24M Plan Ref: 1185
- (c) Each month *you* must pay:
- (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 10.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 35 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 35 – 24M Plan Ref: 1185

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 35 – 24M Plan Ref: 1185</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$35
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	26GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$869
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00

Table 2 continued	HRO 35 – 24M Plan Ref: 1185
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited <sup>^</sup>
<b>Call Forwarding to Standard National Numbers</b>	Unlimited <sup>^</sup>
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Table 3 - Mobile International<sup>^</sup> (continued)</b>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>60 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 10.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 10.6 What happens if the *service is cancelled early* – 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
  - (A) *your mobile phone* under the *equipment payment plan* (if any); or
  - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum ETF is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 35 – 24M Plan Ref: 1185
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

**10.7 Rate Plan Change Fees**

- (a) Rate Plan Changes from the HRO 35 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

		Destination Plan					
		HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)
<b>Rate Plan change Administration Fee</b>		\$25	\$25	\$25	\$25	\$25	\$25
<p style="text-align: center;">Rate Plan Change Maximum charge over 24 months  The Rate Plan Change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.</p>							
<b>Originating Plan</b>	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A

### 10.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 35 – 24M Plan and must be provided at the time of application for the HRO 35 – 24M Plan
- (b) Approved automated payment methods include
- (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

## 11 HRO 40 MOBILE HANDSET PLANS: HRO 40 – 24M PLAN REF: 1186

### 11.1 Eligibility

- (a) The HRO 40 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 40 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 40 Mobile Handset Plans.

### 11.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 11.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
  - (i) HRO 40 – 24M Plan Ref: 1186
- (c) Each month *you* must pay:
  - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.



- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 11.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 40 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 40 – 24M Plan Ref: 1186

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 40 – 24M Plan Ref: 1186</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$40
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	35GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$989
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00

Table 2 continued	HRO 40 – 24M Plan Ref: 1186
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited <sup>^</sup>
<b>Call Forwarding to Standard National Numbers</b>	Unlimited <sup>^</sup>
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Table 3 - Mobile International<sup>^</sup> (continued)</b>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>120 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 11.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 11.6 What happens if the *service is cancelled early* – 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
  - (A) *your mobile phone* under the *equipment payment plan* (if any); or
  - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum ETF is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 40 – 24M Plan Ref: 1186
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

## 11.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the HRO 40 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

		Destination Plan					
		HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)
<b>Rate Plan change Administration Fee</b>		\$25	\$25	\$25	\$25	\$25	\$25
<p style="text-align: center;">Rate Plan Change Maximum charge over 24 months  The Rate Plan Change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.</p>							
<b>Originating Plan</b>	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A

### 11.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 40 – 24M Plan and must be provided at the time of application for the HRO 40 – 24M Plan
- (b) Approved automated payment methods include
  - (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

## 12 HRO 45 MOBILE HANDSET PLANS: HRO 45 – 24M PLAN REF: 1187

### 12.1 Eligibility

- (a) The HRO 45 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 45 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 45 Mobile Handset Plans.

### 12.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 12.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
  - (i) HRO 45 – 24M Plan Ref: 1187
- (c) Each month *you* must pay:
  - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 12.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 45 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 45 – 24M Plan Ref: 1187

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No



<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 45 – 24M Plan Ref: 1187</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$45
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	42GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$1109
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00

Table 2 continued	HRO 45 – 24M Plan Ref: 1187
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited <sup>^</sup>
<b>Call Forwarding to Standard National Numbers</b>	Unlimited <sup>^</sup>
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Table 3 - Mobile International<sup>^</sup> (continued)</b>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>180 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

## 12.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

## 12.6 What happens if the *service is cancelled early* – 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
  - (A) *your mobile phone* under the *equipment payment plan* (if any); or
  - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum ETF is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 45 – 24M Plan Ref: 1187
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

## 12.7 Rate Plan Change Fees

- (a) Rate Plan Changes from the HRO 45 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

Table 5

		Destination Plan					
		HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)
<b>Rate Plan change Administration Fee</b>		\$25	\$25	\$25	\$25	\$25	\$25
<p style="text-align: center;">Rate Plan Change Maximum charge over 24 months  The Rate Plan Change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.</p>							
<b>Originating Plan</b>	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A

## 12.8 Automated Payment Method

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 45 – 24M Plan and must be provided at the time of application for the HRO 45 – 24M Plan
- (b) Approved automated payment methods include
- (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.

## 13 HRO 55 MOBILE HANDSET PLANS: HRO 55 – 24M PLAN REF: 1188

### 13.1 Eligibility

- (a) The HRO 55 Mobile Handset Plans are available from 28 October 2020 to approved new and existing customers connecting to the *service* on the following terms:

If *you* are an existing customer and *your* current agreement for the service is a:

- (i) *non-fixed length agreement;*
- (ii) *a 12 month fixed length agreement in the final month of the minimum term remaining, or*
- (iii) *a 24 month fixed-length agreement with less than 3 months of the minimum term remaining.*

*you* may only transfer to the HRO 55 Mobile Handset Plans with *our* prior approval.

When considering whether to approve *your* application to transfer from an existing agreement we will take into account *your* credit history on your existing agreement and undertake *our* standard credit checks for the HRO 55 Mobile Handset Plans.

### 13.2 Minimum term

*You* must agree to a *fixed length agreement* with a 24 month *minimum term*.

### 13.3 What *you* have to pay *us*

- (a) Subject to the following paragraphs *you* must pay *us* for use of the *service* at the rates set out in Section 1 of this *pricing table* and for *value added service features* at the rates set out in Appendix A - Value Added Service Features.
- (b) Tables 1, 2 and 3 below set out the charges that apply and the included value per month for the:
  - (i) HRO 55 – 24M Plan Ref: 1188
- (c) Each month *you* must pay:
  - (i) *a minimum monthly charge* (which includes a value of included calls). *You* must pay this *minimum monthly charge* even if *you* do not make calls from the relevant *services* to reach the total value of included value for each *service*;
  - (ii) charges for all non-eligible calls and other services *you* use based on the standard charges for each relevant service as set out in the *pricing tables* for each relevant service;
  - (iii) any *equipment charges* payable for equipment *you* have purchased from *us*;
  - (iv) charges for all eligible *calls* made over the amount of included value for the relevant *service* at the rates set out below or where not set out below, in accordance with the *pricing tables* for the relevant *service*.

- (d) Any monthly included value that *you* may be entitled to and have not used in any month will be forfeited at the end of each month, and is not refundable or transferable including at account closure.

#### 13.4 Eligible Calls and Pricing Plans

- (a) Table 1 below indicates whether a particular call type is an ‘eligible call’ which counts towards the plan and minimum monthly charge of your HRO 55 Mobile handset plan;
- (b) Table 2 below contains pricing details of the;
- (i) HRO 55 – 24M Plan Ref: 1188

**Table 1**

Call Type	Available / Eligible Call
Standard National Voice Calls	Yes
Standard National Text - SMS	Yes
International Text – SMS: To standard overseas mobile numbers	Yes
Standard National MMS	Yes
Standard National Video MMS	No
International MMS and Video MMS To standard overseas mobile numbers	No
International and Satellite Calls <sup>^</sup>	No
13 Numbers and 1800 Numbers	Yes
Telstra Directory Assistance: 1223	Yes
Call Forwarding: To Standard National Numbers	Yes
Customer Service 1300 835 324	Yes
Standard National & International Video Calls	No
International Roaming	No
Mobile Internet content	No
12,19 Numbers	No
Premium SMS (This service is not available on TeleChoice Mobile Plans)	No
Other special numbers (e.g. Premium or cost per service numbers) (This service is not available on Telechoice Mobile Plans)	No
Insurance	No

<b>Table 1 continued</b>	
<b>Call Type</b>	<b>Eligible Call</b>
Handset Payments	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

**Table 2**

<b>Plan</b>	<b>HRO 55 – 24M Plan Ref: 1188</b>
<b>Minimum Monthly Spend – 24 month plan</b>	\$55
<b>Equipment Establishment Fee</b>	\$29
<b>Monthly included value</b>	Unlimited^ Standard National Mobile Calls, SMS and MMS Unlimited^ Standard International Mobile SMS
<b>Monthly included mobile data allowance</b>	55GB
<b>Minimum total cost over 24 months (Not including handset repayments~)</b>	\$1349
<b>Billing interval(s)</b>	60 secs
<b>Call connection / Flagfall per call † (excluding Unlimited^ calls)</b>	\$0.40
<b>Standard National call rate per 60 seconds (to standard national mobile and landline)</b>	Unlimited^
<b>Standard National SMS^</b>	Unlimited^
<b>International SMS</b>	Unlimited^
<b>Standard national MMS</b>	Unlimited^
<b>Standard national Video MMS</b>	60 included per month then \$0.75 per MMS
<b>International MMS – size limited to 300KB</b>	\$2.50
<b>International Video MMS – size limited to 300KB</b>	\$2.50
<b>13 Numbers per 60 sec (excluding TeleChoice Customer Service)</b>	\$0.00



Table 2 continued	HRO 55 – 24M Plan Ref: 1188
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Customer Service Calls 1300 TeleChoice</b> (no flagfall)	\$0.00 per call
<b>1800 Numbers per 60 sec</b>	\$0.00
<b>Telstra Directory Assistance 1223</b> (no flagfall)	Unlimited <sup>^</sup>
<b>Call Forwarding to Standard National Numbers</b>	Unlimited <sup>^</sup>
<b>Standard National video call rate / per 60 sec</b>	\$1.50
<b>International video call rate / per 60 sec</b>	\$2.00
<b>Video Flagfall</b>	\$0.40
<b>Excess Data Rate charged per 1GB increments (1GB= 1024MB)</b>	\$10.00 / 1GB or part thereof
<b>Default Calling Rates ‡</b>	
<b>Default Standard National Voice Usage</b>	\$0.99
<b>Default Call connection / Flagfall</b>	\$0.40
<b>Default Standard National SMS</b>	\$0.25
<b>Default Standard National MMS</b>	\$0.50
<b>Default Standard International SMS</b>	\$0.50
<b>Default Telstra Directory Assistance 1223</b> (no flagfall)	\$1.50 per call
<b>Default call forwarding to standard national numbers (plus \$0.40 flagfall).</b>	\$0.99

‡ Call Connection Fee / Flagfall applies to all call types unless specified.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

‡ Default rates apply to unlimited usage deemed as unreasonable.

~ Handset Repayment amounts charged in addition to the minimum total cost.

All rates apply to use from within Australia, to within Australia.

Table 3

<b>Mobile International<sup>^</sup></b> (including calls to Satellite numbers)	
<b>Billing interval (s)</b>	60 secs
<b>Flagfall</b>	\$0.00
International Rates* /min International calls that are not part of your monthly call allowance or that are in excess of your monthly call allowance will be charged based on the country called. The call rates can be found at Appendix I, <a href="http://www.telechoice.com.au/appendix">www.telechoice.com.au/appendix</a>	
<b>Table 3 - Mobile International<sup>^</sup> (continued)</b>	
<b>Special International call inclusions</b>	
<b>Unlimited<sup>^</sup> calls to the following countries:</b> Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, UK, USA, Vietnam	
<b>240 minutes of included calls to:</b> Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, South Africa, Sri Lanka, Taiwan, Turkey	

\* see Appendix I – **TC Plan** Calling rates for a list of countries and applicable rates.

<sup>^</sup> Excludes unreasonable use. See Appendix B – Fair Use Policy.

All rates apply to use from within Australia.

### 13.5 Excess Data and Data Speed Controls

- (a) TeleChoice Mobile Handset Plans will provide excess data charged in 1 gigabyte (GB) blocks, each 1GB block has an allowance of 1024MB. Data usage within the 1GB excess data block is for uploads and downloads and is deducted from the 1GB allowance in units of 1KB (1024KB = 1MB).
- (b) 1GB excess data blocks will be made available once:
  - (i) Your Plan's included data allowance has been exhausted;
  - (ii) Your 1GB excess data block (and subsequent 1GB excess data blocks) has been exhausted.
- (c) Each 1GB excess data block will provide its own usage alerts at 50%, 85% and 100% usage thresholds.
- (d) There may be a delay between the expiry of the included allowance (and/or excess data blocks) and the availability of your 1GB excess data block.

### 13.6 What happens if the *service is cancelled early* – 24 month plans

- (a) If the *service is cancelled* before the expiry of the *minimum term* you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the *Early Termination Fee (ETF)* set out in paragraph (c) below; plus

- (iii) the sum of unpaid *equipment charges* owing on:
  - (A) *your mobile phone* under the *equipment payment plan* (if any); or
  - (B) any other equipment finance arrangements provided in the supply of this service.
- (b) If the *service* is *cancelled* before the expiry of the *minimum term* under clause 12.1(a) or 12.1(b) of the *general terms*, you will be required to pay us:
  - (i) any usage charges incurred up to, and including, the *cancellation date*; plus
  - (ii) the sum of unpaid *equipment charges* owing on:
    - (A) *your mobile phone* under the *equipment payment plan* (if any); or
    - (B) any other equipment finance arrangements provided in the supply of this service.
- (c) The *Early Termination Fee (ETF)*
  - (i) The *ETF* is calculated based upon the Monthly Early Termination Rate described in Table 4 below applicable for the remaining months of the fixed term contract.
  - (ii) The maximum ETF is detailed on Table 4.
  - (iii) The Monthly Early Termination Rate and the Maximum Early Termination Fee do not include any additional equipment or handset repayments.

**Table 4**

Plan	HRO 55 – 24M Plan Ref: 1188
Monthly Early Termination Rate~	\$25
Maximum Early Termination Fee~	\$600

~ Plus the sum of unpaid equipment charges as per 10.6 (a) above

**13.7 Rate Plan Change Fees**

- (a) Rate Plan Changes from the HRO 55 Mobile Handset Plans will incur a fee as set out in Table 5 below:
  - (i) Rate plan changes are subject to TeleChoice approval.
  - (ii) You may be entitled to move to another Mobile Handset plan with a higher or lower monthly access fee.
  - (iii) If you move to another TeleChoice Plan, other than a Mobile Handset Plan listed below the contract will be subject to the provisions of Early Termination as described at Section 12.6 above.

**Table 5**

		Destination Plan					
		HRO 25 Mobile Handset Plan - 24M (1)	HRO 30 Mobile Handset Plan - 24M (2)	HRO 35 Mobile Handset Plan 24M (3)	HRO 40 Mobile Handset Plan 24M (4)	HRO 45 Mobile Handset Plan 24M (4)	HRO 55 Mobile Handset Plan 24M (4)
<b>Rate Plan change Administration Fee</b>		\$25	\$25	\$25	\$25	\$25	\$25
Rate Plan Change Maximum charge over 24 months The Rate Plan Change Fee is calculated by taking the charge described in the table below (the maximum charge) divided by 24 multiplied by the remaining contract months.							
<b>Originating Plan</b>	HRO 25 Mobile Handset Plan - 24M	N/A	No Charge for Plan upgrade				
	HRO 30 Mobile Handset Plan - 24M	\$24	N/A	No Charge for Plan upgrade			
	HRO 35 Mobile Handset Plan 24M	\$24	\$24	N/A	No Charge for Plan upgrade		
	HRO 40 Mobile Handset Plan 24M	\$24	\$24	\$24	N/A	No Charge for Plan upgrade	
	HRO 45 Mobile Handset Plan 24M	\$24	\$24	\$24	\$24	N/A	No Charge for Plan upgrade
	HRO 55 Mobile Handset Plan 24M	\$72	\$72	\$72	\$72	\$72	N/A

**13.8 Automated Payment Method**

- (a) An automated Payment method is mandatory for all accounts with services connected to a HRO 55 – 24M Plan and must be provided at the time of application for the HRO 55 – 24M Plan
- (b) Approved automated payment methods include
  - (i) Bank account Direct Debit
  - (ii) Credit card authority
    - (A) Visa and Mastercard payment is available
    - (B) A 1.6% credit card processing fee is applicable to any credit card payment transaction.