

TELECHOICE
POSTPAID MOBILE PRICING TABLE
SECTION 1 - GENERAL INFORMATION AND CHARGES

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1 ABOUT THIS PRICING TABLE

- (a) This is the *pricing table* for the TeleChoice Mobile Service.
- (b) The *agreement* is made up of:
 - (i) *your application*;
 - (ii) *the general terms*;
 - (iii) *the service description*;
 - (iv) *this pricing table and pricing plans* and
 - (v) *the appendices*.
- (c) All charges are expressed as GST inclusive charges.
- (d) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 HOW TO USE THIS PRICING TABLE

2.1 Which *pricing plan* applies to you?

If *you* have already completed *your application* for the *service* the name of *your pricing plan* will be indicated on *your application*. If *you* do not know the name of *your pricing plan* it is indicated on *your mobile bill*.

3 TELECHOICE MOBILE PRICING TABLE

3.1 *Minimum monthly payment*

- (a) Some *pricing plans* have a *minimum monthly payment*. This is the minimum amount that *you* will be charged each month – note *you* will be charged this even if *you* do not make any *calls*.

3.2 *Monthly included value*

- (a) Some *pricing plans* have a monthly included value. This might be the same, less, or of greater value than *your minimum monthly payment*.
- (b) *You* can use the monthly included value to make certain types of calls, texts and other charges. If *you* do not use all of *your monthly included value*, *you* will only be charged the *minimum monthly spend*. If *you* use more, *you* will be charged for the usage outside of *your monthly included value*, in addition to *your minimum monthly payment*.
- (c) Some call types and charges are excluded from *your monthly included value*. This means *you* will be charged for these calls in addition to *your minimum monthly payment* even if *you* have not used all of *your monthly included value*. The *pricing table* for *your plan* and the 'general charges'

table will indicate which calls are included in *your* monthly included value, and *you* will be charged for any usage which has not been specified as included.

3.3 Expiry of included value

- (a) *You* cannot transfer any unused included value beyond the month in which they accrue.
- (b) The value of included value cannot be transferred or redeemed for cash or credit on another account.
- (c) If *your service* is *cancelled* for any reason any unused included value will be forfeited, unless otherwise specified.

3.4 What *calls* are covered by the included call component of the *current pricing plan*?

The following *call* types are included in the included value component of all current *pricing plans*:

- (a) TeleChoice to TeleChoice Calls
- (b) Standard National Calls
- (c) TeleChoice to TeleChoice SMS
- (d) Standard National SMS

See clause 4.4 below for definitions of the above call types.

3.5 What *calls* are not included in the included value component of current *pricing plans*?

The following *call* types are examples of services not included in the included value component of *current pricing plan*:

- (a) Calls to special numbers (including calls to satellite services) as defined in 4.4 below
- (b) Video Calls
- (c) Premium SMS
- (d) SMS to special numbers
- (e) *GPRS* & *3G* data charges
- (f) *TeleChoice* and 3rd Party Data Content purchases
- (g) International Calls (excluding satellite services)

- (h) International SMS
- (i) National and International MMS
- (j) Video MMS
- (k) Any other charges not specified in section 3.4 above.

4 HOW DO WE CALCULATE CALL CHARGES?

4.1 How do we calculate the cost of a call?

- (a) We measure the length of each call from the time the call is answered to the time the call is finished.
- (b) The length is then rounded up according to the billing interval indicated in the *pricing table* for *your pricing plan*. For example, if *your* billing interval is 60 seconds, we will round the *call* length up to the next whole 60 seconds. This length is then multiplied by the *call* charge associated with that *call* type, as indicated in the *pricing tables*.
- (c) Some *calls* incur a *flagfall* when the *call* is connected. *Flagfall* rates are indicated in the *pricing tables*.
- (d) The total cost of (b) and (c) above is then rounded up to the nearest cent to determine the final charge for the *call*.

4.2 How do we calculate the time of *your* call?

- (a) To calculate the time of a call we will use the local time recorded at the first mobile base station through which *your* call initially passes. This may not be the local time at the place the caller is located.

4.3 How do we calculate charges for data services?

- (a) We will charge *you* for the volume of data uploaded and downloaded to *your mobile phone*.
- (b) Charges are based upon 1 kilobyte increments and are rounded to the nearest 1 kilobyte.
- (c) Charges for part of a 1 kilobyte increment will be rounded up to the next 1 kilobyte increment.
- (d) The number of kilobytes used is then multiplied by the appropriate charge set out in the *pricing tables*.
- (e) If *you* have a data subscription plan, *you* will be charged each month according to the subscription monthly fee. If *you* use more data than the

amount included in the subscription, *you* will be charged for additional data usage as per the charges set out in the *pricing tables*.

4.4 Types of calls / texts

- (a) **TeleChoice to TeleChoice Calls** – voice calls within Australia to other active mobiles activated and connected to the *TeleChoice Mobile network*
- (b) **Standard National calls** – voice calls within Australia to Australian fixed-line numbers and other Australian mobiles, excluding calls to 180, 190, TeleChoice Mobile Customer Service or other special numbers
- (c) **TeleChoice to TeleChoice texts** – SMS text messages sent to mobiles activated and connected to the *TeleChoice Mobile network* within Australia.
- (d) **Standard National SMS**– SMS text messages sent to other mobiles within Australia.
- (e) **Special numbers** – calls or texts to numbers not covered in the above definitions. *Special numbers* also includes 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.

5 CALL CHARGES

5.1 International Calls

- (a) We will charge *you* for calls made to international destinations (including calls to Inmarsat and Iridium satellite services) at the international rates set out in the *pricing tables, appendices* or as advertised on *our* website from time to time.
- (b) Calls to some international destinations may only be available to customers able to demonstrate a good payment history.

6 OTHER CHARGES

6.1 Change of Number Fee

- (a) We will charge *you* a Change of Number Fee if *you* ask *us* to change *your* existing telephone number. The fee is set out below:

Charge	Amount
Change of Number Fee	\$33

6.2 Billing Feature Charges – Itemised local calls and bill copy requests

- (a) Usually *calls* charged at an untimed rate will not be itemised on *your* bill. We may charge *you* the fee set out below if *you* ask *us* to itemise these calls on *your* bill.
- (b) If *you* ask *us* for a copy of *your* bill from a previous billing period (that is a non-current bill) then *we* may charge *you* the fee set out below.

Charge	Amount
Itemised Billing	\$7.50
Copy Bill	\$5.50

- (c) Online copies of your bill are made available at no extra charge via the members area link: www.telechoice.com.au/membersarea

6.3 Change of Account Holder Charge

- (a) We will charge *you* the Change of Account Holder charge if *you* ask *us* to transfer the *account* to another person. Our standard credit checking and identification procedures will also apply. The charge is set out below.

Charge	Amount
Change of Account Holder	\$25

6.4 Late Or Non-Payment Fees And Charges

- (a) If *you* do not pay all amounts *you* owe *us* by the date the payment is due, *we* may charge *you* a late payment fee. The charge is set out below. This amount is effective as of 1 August 2014.

Charge	Amount
Late Payment Fee	\$10.00

6.5 Payment Dishonour Charges

- (a) If *you* elect to pay *your* bills by direct debit *we* may charge *you* a dishonour fee if the payment is dishonoured by *your* nominated financial institution or credit provider. The charge is set out below.
- (b) We may also charge *you* a dishonour fee if *you* pay *us* by cheque and the payment is dishonoured by *your* financial institution. The charge is set out below.

- (c) This fee is in addition to any fees that *your* financial institution or credit provider may charge *you*.

Charge	Amount
Dishonour Fee (Direct Debit)	\$15
Dishonour Fee (Cheque)	\$30

6.6 Suspension fees

- (a) If we suspend the *service* because *you* have not paid all amounts *you* owe *us*, we may charge *you* a fee. The charge is set out below.

Charge	Amount
Suspension Charge	\$35

6.7 Mercantile agent recovery fee

If we engage a mercantile agent or lawyer to recover money *you* owe *us*, we may charge *you* a recovery fee that is equal to the charges that the mercantile and/or lawyer charge us in respect of that recovery (including, without limitation, any Court fees or other disbursements).

6.8 Replacing *your* TeleChoice SIM card

- (a) We may charge *you* a fee to replace *your* TeleChoice Mobile SIM card. The charge is set out below.

Charge	Amount
SIM Card Replacement Fee	\$15

6.9 Premium numbers

- (a) Some *phone numbers* have an intrinsic value based on the ease of recognition of the pattern of the digits. These numbers, which are known as Premium Numbers, can be requested and will be allocated, if available. We will charge *you* a one off administration as set out below for use of a Gold Number:

PREMIUM NUMBER CHARGES						
	GOLD		SILVER		BRONZE	
	GST EXCL	GST INCL	GST EXCL	GST INCL	GST EXCL	GST INCL
UPFRONT CHARGE	\$363.64	\$400.00	\$181.82	\$200.00	\$90.91	\$100.00
Same number	Six of same e.g. 999 999		Five of same eg 999 991 or 266 666			
Numbers in sequence	Six in sequence e.g. 234 567 or 965 432		Five in sequence e.g. 3 23456 or 23456 3 or		Four in sequence e.g. 34 2345 or 2345 34 or	

		3 65432	34 5432
Triplet sets	Two identical triplets eg 350 350 Double Triplets eg 333 555 or 111 222	IDENTICAL PAIRS IN SAME POSITION WITHIN TRIPLETS E.G.004 008 OR 211 311 OR 100 200 One triplet identical, One triplet in sequence e.g. 111 123 or 123 888 Mirror image e.g. 350 053	One triplet identical numbers e.g. 000 218 or 347 333 or 222 711
Number pairs	Three identical pairs e.g. 12 12 12	Three pairs not identical E.G. 11 88 55 Three pairs in sequence E.G. 12 13 14 OR 03 02 01	Two out of three identical pairs e.g. 11 11 78 or 67 12 12

6.10 Changing your pricing plan

- (a) We may charge you a fee if you move from one pricing plan to another before the end of your minimum term. The amount of the fee will depend on various factors, including the terms of your current pricing plan, your call spend under your current pricing plan and the terms of the new pricing plan you are moving to. You should contact customer service for further information on the fee that may apply in your case.
- (b) If you change your pricing plan to a new pricing plan at any time, or renew your agreement and choose a new pricing plan:
- (i) in the case of a voice pricing plan, we will apply the charges set out in your new voice pricing plan from the 1st day of your next billing cycle. Any benefits of the pricing plan you are moving from, and any on the pricing plan you are moving to (such as included credit) will be applied according to your billing cycle date.
 - (ii) In the case where you move to a new voice pricing plan in the middle of a billing cycle the benefits of the pricing plan you are moving from, and any on the pricing plan you are moving to (such as included credit) will pro-rate in accordance with the length of the relevant billing period.
 - (iii) in the case of a data subscription plan, we will apply the charges set out in your new data subscription plan from the first day of your next billing cycle.
- (c) Please note that if you have a data subscription plan and you choose to change your voice pricing plan in accordance with paragraph (b) above, your data subscription charges will also pro-rate for the relevant billing period as set out in paragraph (b)(ii) above.

7 DATA CHARGES

- (a) Unless *you* have a data subscription plan (or if *you* exceed *your* allowance on a data subscription plan), the following charges apply to all data transfers made by *you* using *your mobile phone*

Charge	Amount
Data Sessions	Consumed per 1KB increment

8 GENERAL CHARGES

The charges set out below apply to all TeleChoice Mobile customers and include calls to all special numbers:

Number / call type	Charge
101 (Voicemail)	40c flagfall + rate
005 and 009 numbers	40c flagfall+ rate
11 numbers	40c flagfall + rate
12 numbers	40c flagfall + rate
13 numbers (except Telechoice Customer Service numbers)	40c flagfall + rate
TeleChoice Customer Service - 1300 TELECHOICE	25c flat rate
1800 numbers	40c flagfall + rate
19 numbers	Standard rates where available. Plus the third party provider rate.
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	40c flagfall + rate
Texts to 13, 18 or to landline numbers	22c
Calls to mobile satellite services	Refer to Appendix I - TeleChoice Mobile International and Satellite Calling
Calls to Thuraya satellite services	Refer to Appendix I - TeleChoice Mobile International and Satellite Calling
Emergency calls (000, 112)	Free within Australia

9 NETWORK UNLOCKING FEES

The network locking removal fee referred to in clause 5 of the service description is \$80.

10 SPECIALS

From time to time *we* may offer *specials*. *You* will be advised of these separately, for example, in promotional material relating to the *special*.