



Critical Information Summary
SBT PHONE PLANS (24 Months)

Your plan is for a Phone Plan (24 months) that uses a 3G/4G mobile SIM. This gives you a Daktel 4G Wifi phone handset as well as access to a phone number and allows you to make and receive calls as well as using data via the wifi from the handset device. This service will allow you to port your landline number to us and be diverted to the mobile number associated to this service . All Outgoing calls will display that mobile number. Your Phone Plan will only work in 3G/4G Coverage areas.

PLAN	SBT 39.90	SBT 49.90	SBT 54.90	SBT 64.90	SBT 74.90
Minimum Monthly Charge	\$39.90	\$49.90	\$54.90	\$64.90	\$74.90
Set Up Fee	\$79	\$79	\$79	\$79	\$79
Total Minimum Cost Plus any additional handset repayments	\$1036.60	\$1276.60	\$1396.00	\$1636.60	\$1876.60
Maximum Early Termination Charge	\$480.00*	\$480.00*	\$480.00*	\$480.00*	\$480.00*
Monthly Call allowance	Unlimited^	Unlimited^	Unlimited^	Unlimited^	Unlimited^
International Calls	Not Included	Not Included	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries
Limited International Calls - Limited IDD Minutes	Not Included	Not Included	Limited^ to 20 Selected Countries (120 Minutes)	Limited^ to 20 Selected Countries (180 Minutes)	Limited^ to 20 Selected Countries (240 Minutes)
Monthly Data Allowance	8GB	19GB	25GB	60GB	100GB
Data Bank Allowance	500GB	500GB	500GB	1000GB	1000GB
^Fair Use Policy applies. All for use in Australia only. Calls, Voicemails to standard Australian numbers.					
*Early Termination Charges apply to cancellation during the minimum contract term. Refer to information below regarding Early Termination Charges.					

Information about the service:

Mandatory goods This plan includes a 4G Daktel Wifi handset.

What's included in your monthly allowance Your monthly call allowance can be used for standard national calls, as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G compatible handset.

What's excluded from your monthly allowance

International calls, international MMS, national video calls, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) standard SMS and MMS including Video MMS are excluded. Charges for these calls, SMS and MMS can be found at

www.telechoice.com.au/?pricing-plans

Excluded functions Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

Monthly data allowance The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of \$10 (\$0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes). A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

Data Bank allowance Unused data will rollover into your Data Bank. The limit of your Data Bank allowance in respect of each plan is set out in the table above. Any data over that limit will not rollover and will be forfeited. Data Bank data will only be used once you have exceeded your monthly data allowance. If you exceeded the data allowance and exhausted your Data Bank balance, you will not be able to use data until the start of next month on your plan, unless you purchase an optional Data Bolt-On. If you move your plan to a higher rate plan, your accumulated data in your Data Bank will be retained. If you move to a lower plan or a plan that does not support the Data Bank facility, any accumulated data in your Data Bank allowance will be forfeited.

Information about pricing: Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

International Calls SBT 54.90, SBT 64.90, SBT 74.90 plans include Unlimited Calls to these 20 Selected Countries: Bangladesh, Brazil, China, Canada, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.

Limited International Calls SBT 54.90, SBT 64.90, SBT 74.90 plans include Limited International Calls to these 20 Selected Countries – please refer to table for included IDD minutes per bill cycle: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, Spain, Sri Lanka, Taiwan, Turkey.

Call rates - All our charges for calls, SMS, MMS, video MMS, voicemail retrieval, 13/1300 numbers, 1223 Directory Assist etc can be found at www.telechoice.com.au/?pricing-plans



PLAN	SBT 39.90	SBT 49.90	SBT 54.90	SBT 64.90	SBT 74.90
Cost of using 1MB of Data	\$ 0.0048706	\$ 0.0025648	\$ 0.0021445	\$ 0.0010563	\$ 0.0007314

Early Termination Charges – The Early Termination Charge is only applicable if you cancel your plan, and do not return the Daktel Handset to TeleChoice before your minimum contract term has ended, if you return the handset in full working order – including the box, unit and base including the manuals and charging plug, the early termination fee will be waived. The Early Termination Charge will be applicable if the unit has not been returned in a satisfactory condition, The ETC for any SBT plan is \$20 per month multiplied by the remaining months or part thereof otherwise remaining on your minimum contract term. Special promotions and value add This summary excludes any special promotions or value adds that may be associated with your contract or may be added by you after your contract commences.

Medical / Alarm Devices - Medical monitoring devices and security alarm devices are not supported by the SBT Phone plan. Other providers may offer this and may be able to provide you with alternate solutions. You may also contact the provider of the medical alarm service or security alarm service to find out which of your devices will work before connecting your phone line.

Porting - It may take between 5 to 20 business days for TeleChoice to complete a port. Porting arrangements have not been established with all carriers. Accordingly, it may not be possible to port a number to the service or away from the service. We are not able to port all numbers. If we can port an existing number to the Phone plan, it can be used to receive phone calls by diversion to the mobile number assigned to your Phone Plan. You acknowledge that when porting the number to us, there may be a short period when the service is not available.

Annual Price Review Our SBT plans include an annual price review and may increase in line with CPI in July each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and occurs within your July billing cycle. We'll let you know before any changes take effect.

WHAT TO DO IF EQUIPMENT BREAKS DOWN; Except if the unit is lost, stolen or damaged, upon receiving notice from You that the Equipment has broken down during your 24month contract term, We will:

- (a) take all reasonable steps to repair the Equipment or provide suitable substitute Equipment as soon as reasonably practicable after being notified by You; and
- (b) not impose any Fees for that portion of the contract period for which the Equipment was broken down, nor the costs associated with any repair or replacement of the Equipment.

WHAT TO DO IF EQUIPMENT IS LOST, STOLEN OR DAMAGED If the Equipment has broken down as a result of Your acts or omissions (or the acts or omissions of Your employees) or if the Equipment is lost, stolen or damaged beyond fair wear and tear during the contract period, You will be liable for any costs incurred by Us to repair or replace the Equipment.

Using mobile data in Australia: Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit www.telechoice.com.au/?/how-much-data-do-you-really-use

Other Information:

Billing

The billing cycle of your TeleChoice account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A \$2.20 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the TeleChoice member's area at www.telechoice.com.au/members

Usage Information

You will then receive email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances. You can monitor your service usage by logging into your account online at www.telechoice.com.au/members For full details of the TeleChoice usage alerts visit www.telechoice.com.au/?/Managing-your-usage

Using your service overseas International Roaming is not available on the SBT Plans.

Customer Support For more information go to www.telechoice.com.au or Call us: 9am - 9pm AEST (Mon-Fri) 9am - 6pm AEST (Sat-Sun) on 1300 83 53 24 (within Australia) and +61 02 8069 2638 (from overseas).

Telecommunications Industry Ombudsman If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

Important Information: Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. For details of our Fair Use Policy see https://www.telechoice.com.au/uploads/cis/a_06_Appendices/Appendix_B_-_Fair_Use_Policy.pdf

This is only a summary. This plan with full terms and conditions can be found at www.telechoice.com.au/terms-conditions This information is correct as at 6th of October and is subject to change where we are permitted to do so by law. Visit www.telechoice.com.au for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.