



## Critical Information Summary

### TeleChoice Plans [SEP 2025]

These plans are for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia. The minimum contract term for each plan is 1 month.

| PLAN                                                                                                                                                                                                                                                                                 | BASIC                      | VALUE GLOBAL                                               | VALUE PLUS                                                  | VALUE ADVANCE                                               | VALUE PREMIUM                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|
| Minimum Monthly Charge                                                                                                                                                                                                                                                               | \$23                       | \$30                                                       | \$35                                                        | \$42                                                        | \$52                                                        |
| Total Minimum Cost**                                                                                                                                                                                                                                                                 | \$23                       | \$30                                                       | \$35                                                        | \$42                                                        | \$52                                                        |
| Monthly Call allowance                                                                                                                                                                                                                                                               | Unlimited <sup>^</sup>     | Unlimited <sup>^</sup>                                     | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      |
| International SMS                                                                                                                                                                                                                                                                    | Unlimited <sup>^</sup>     | Unlimited <sup>^</sup>                                     | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      |
| Standard National SMS                                                                                                                                                                                                                                                                | Unlimited <sup>^</sup>     | Unlimited <sup>^</sup>                                     | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      | Unlimited <sup>^</sup>                                      |
| Standard National MMS & VIDEO MMS                                                                                                                                                                                                                                                    | 2000 per bill cycle*       | 2000 per bill cycle*                                       | 2000 per bill cycle*                                        | 2000 per bill cycle*                                        | 2000 per bill cycle*                                        |
| International Calls                                                                                                                                                                                                                                                                  | Not Included               | Unlimited <sup>^</sup> to 20 Selected Countries            | Unlimited <sup>^</sup> to 20 Selected Countries             | Unlimited <sup>^</sup> to 20 Selected Countries             | Unlimited <sup>^</sup> to 20 Selected Countries             |
| Limited International Calls - Limited IDD Minutes                                                                                                                                                                                                                                    | Not Included               | Limited <sup>^</sup> to 20 Selected Countries (60 Minutes) | Limited <sup>^</sup> to 20 Selected Countries (120 Minutes) | Limited <sup>^</sup> to 20 Selected Countries (180 Minutes) | Limited <sup>^</sup> to 20 Selected Countries (240 Minutes) |
| Monthly Data Allowance                                                                                                                                                                                                                                                               | 8GB                        | 25GB                                                       | 38GB                                                        | 60GB                                                        | 100GB                                                       |
| Data Gifting                                                                                                                                                                                                                                                                         | Data Gifting Up to 4GB /mo | Data Gifting Up to 13GB /mo                                | Data Gifting Up to 19GB                                     | Data Gifting Up to 30GB /mo                                 | Data Gifting Up to 50GB /mo                                 |
| Data Bank Allowance                                                                                                                                                                                                                                                                  | 500GB                      | 500GB                                                      | 500GB                                                       | 1000GB                                                      | 1000GB                                                      |
| <sup>^</sup> Fair Use Policy applies. All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.                                                                                                                                                       |                            |                                                            |                                                             |                                                             |                                                             |
| *Standard VIDEO MMS Charges apply once included limit is exceeded.                                                                                                                                                                                                                   |                            |                                                            |                                                             |                                                             |                                                             |
| There is no minimum term. You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account including the plan fee for the month of cancellation. Any included call and data value will be forfeited on termination and cannot be transferred. |                            |                                                            |                                                             |                                                             |                                                             |

#### Information about the service:

**Mandatory goods** You need a 4G/5G compatible handset to use this service. The device needs to support 4G 1800MHz, 4G 700MHz with banding (2600Mhz and 2100Mhz), 5G n5 (850MHz), n7 (2600MHz), n78 (3.6GHz) and n258 (26GHz) banding so that you can get the best service possible

**Minimum contract term:** 1 month for the mobile service.

**What's included in your monthly allowance** Your monthly call allowance can be used for standard national calls, SMS and MMS to standard Australian landline and mobile numbers, SMS and MMS 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) are excluded. Charges for these calls, SMS and MMS can be found at [www.telechoice.com.au/?pricing-plans](http://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



**International calls** TELECHOICE VALUE GLOBAL, TELECHOICE VALUE PLUS, TELECHOICE VALUE ADVANCE & TELECHOICE VALUE PREMIUM 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** TELECHOICE VALUE GLOBAL, TELECHOICE VALUE PLUS, TELECHOICE VALUE ADVANCE & TELECHOICE VALUE PREMIUM plans include Limited International Calls to these 20 Selected Countries – Limited IDD Minutes can be used to call these countries, please refer to table for included IDD minutes per bill cycle month: 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 Other calls, SMS and MMS can be found at [www.telechoice.com.au/pricing-plans](http://www.telechoice.com.au/pricing-plans)

| PLAN                      | BASIC      | VALUE GLOBAL | VALUE PLUS | VALUE ADVANCE | VALUE PREMIUM |
|---------------------------|------------|--------------|------------|---------------|---------------|
| Cost of using 1MB of Data | \$0.002319 | \$0.001133   | \$0.000854 | \$0.000651    | \$0.00479     |

**Early termination fee** You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

**Special promotions and value adds** This summary excludes any special promotions or value adds that may be associated with your contract of may be added by you after your contract commences.

**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](http://www.telechoice.com.au/?/how-much-data-do-you-really-use)

**Annual Price Review** Our mobile and data 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.

#### 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](http://www.telechoice.com.au/members)

##### Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions. You will then receive SMS/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](http://www.telechoice.com.au/members) For full details of the TeleChoice usage alerts visit [www.telechoice.com.au/?/Managing-your-usage](http://www.telechoice.com.au/?/Managing-your-usage)

**Using your service overseas** International Roaming is currently available on the LIVE Plans in selected countries. Refer to <https://www.telechoice.com.au/international-roaming>. Charges for international roaming are higher than standard call costs and data usage may also be more expensive.

**Customer Support** For more information go to [www.telechoice.com.au](http://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](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](http://www.telechoice.com.au/terms-conditions) This information is correct as at SEPTEMBER 1<sup>ST</sup> 2025 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](http://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.