# Critical Information Summary

## TeleChoice 28-day Pre-Paid Plan (October 2026) $29 & $35

### Information about the Service

Your 28-day Pre-Paid Plan ("Plan") includes Data Bank. No minimum contract term applies. No early termination charges apply on this Plan. Your Plan will require recharge on expiry unless you have otherwise set up auto-recharge.

| Cost of recharge | Included in your plan (included value) Per Recharge | | | | Credit Expiry Period | Data Bank Limit | Cost per MB |
|---|---|---|---|---|---|---|---|
| | Standard national calls, SMS | Standard MMS & Video MMS | Standard International Calls | Data allowance in Australia*** | | | |
| $29 | Unlimited^ + 150 IDD SMS per recharge~ | 2000 per recharge (inclusive of both) | Unlimited to 20 Selected Countries & Limited to 20 Selected Countries * 60 mins | 15GB | 28 Days | 1000GB | $0.00188 |
| $35 | Unlimited^ + 150 IDD SMS per recharge~ | 2000 per recharge (inclusive of both) | Unlimited to 20 Selected Countries & Limited to 20 Selected Countries * 120 mins | 50GB | | 1000GB | $0.00098 |

**~ SMS IDD 150 –**150 SMS to International Countries per recharge

***Selected Countries for International Calls Unlimited** – Bangladesh, Brazil, Canada, China, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Korea, Malaysia, New Zealand, Norway, Singapore, Thailand, UK, USA, Vietnam.

****Selected Countries For International Calls Limited** – Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, Spain, Sri Lanka, Taiwan, Turkey.

*** Data rounded to the nearest KB

**Using your plan and inclusions**
To use this plan, you must buy and activate a TeleChoice SIM card.

**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

**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 deposits and 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 -** Your Plan does not include any allowance for international calls, international SMS, National Video MMS , International Roaming, Premium Services, or calls or SMS to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456". You may purchase an International & Other Add-on from us online to enable you to make calls and send SMS to international numbers, and to use extra services such as video calls and video MMS to Australian numbers.

**Additional Fee Information** - For more information about the fees, charges and pricing applicable to your Plan, see https://www.telechoice.com.au/pricing-plans

**Data:** If you have exceeded the Data allowance and exhausted your Data Bank balance, you will not be able to use Data until the start of your next recharge, unless you purchase an optional Data Add-On from us online.

**Data Bank:** Unused Data will rollover into your Data Bank when you recharge before expiry. You must recharge before or within 2 days of expiry on the same or a higher value plan to maintain your Data Bank. Your Data Bank's limit is outlined in the table above and any Data over that limit will be forfeited. Data Bank Data will only be used once you have exceeded your included data allowance. Any optional Data Add-Ons you purchase will also rollover into your Data Bank. If you do not recharge before or within two days after your credit expiry, you forfeit all Data in your Data Bank.
**Top-ups:** Purchase an additional 1GB of data for $10 ($0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes) at any time during your credit validity period plan allowance at any one time. Data Top Ups expire at the same time as your Mobile Plan. Unused data may be eligible to be banked, otherwise it is forfeited.

**No refund of pre-paid credit:** There is no minimum term. You can cancel your plan at any time. Any included call and data value will be forfeited, and you will not be refunded.

**Expiry**: If you do not recharge before expiry, access to make calls, send SMS, and use data will immediately cease once your plan has expired. Expiry is 28 days and at 11:59 AEST

## Other Information

### Recharge Options

You can purchase your plans by logging online at telechoice.com.au/members , over the phone , if you have a stored credit or debit card on your account you can SMS the words 'recharge (plan amount)' to 179 . Example 'recharge 17'. Or you may set up auto recharge.

### Usage Information

You will automatically receive SMS alert notifications on reaching 50%, 85% and 100% of call, MMS, and data inclusions. Check your balance, data use, view your call history and invoices online in the My Account section of our website, telechoice.com.au/members . Balance and invoice details are also available on your online account. You can also receive your balance via SMS .SMS the word Bal to 179.

**Using your service overseas** International Roaming is not available on TeleChoice Prepaid service.

### Customer Support

For more information go to www.telechoice.com.au or Call us on 028069 2638 (toll free) within Australia
9am - 8pm AEST (Mon-Fri)
10am - 6pm AEST (Sat-Sun)
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. - 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 October 8th 2026 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.