

## CALLNET MOBILE CONSUMER PLANS

Callnet provide a range of plans that cater to every lifestyle, from casual users to heavy data consumers. Whether you need a plan for seamless communication, endless streaming, or reliable internet access, Callnet has the right mobile solution to suit your specific requirements, ensuring you stay connected wherever you are.

Callnet Pty Ltd (ACN 95 671 055 217) uses the Telstra Wholesale Mobile Network. The Telstra Wholesale Mobile Network coverage reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.7m square kilometers of the Australian landmass. The service provides 4G coverage reaching at least 98.7% and 5G coverage reaching at 75% of the Australian population.

\* All prices listed are inclusive of GST

	Callnet Mobile Plus Plan	Callnet Mobile Ultra Plan	Callnet Mobile Elite Plan
Mobile Network	5G	5G	5G
Monthly Data Allowance	50GB	90GB	180GB
Minimum Term	One Month	One Month	One Month
Minimum Monthly Charge	\$55	\$65	\$85
National Standard Calls & Texts	Included	Included	Included
Voicemail	Included	Included	Included
Plan Speeds	150 Mbps/150 Mbps	150 Mbps/150 Mbps	250 Mbps/250 Mbps
	These are the maximum potential download speeds. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.		
Unlimited International Calls & Texts To Selected Destinations	Included	Included	Included
	Selected desintations include China, China (mobile), France, France (mobile), Germany, Germany (mobile), Greece, Greece (mobile), Hong Kong, Hong Kong (mobile), India, India (mobile), Ireland, Ireland (mobile), Malaysia, Malaysia (mobile), New Zealand, New Zealand (mobile), Singapore, Singapore (mobile), South Korea, South Korea (mobile), Thailand, United Kingdom, United Kingdom (mobile), USA, Vietnam, Vietnam (mobile),		

### Service Information

Callnet offers a “SIM-only” mobile service, designed for use with your existing service. To use this service, you’ll need an unlocked phone capable of accessing the 4G network. You can choose to either request a new phone number or transfer an active number from another provider.

### What Is Included?

This service includes unlimited calls, SMS and standard MMS\* to both mobile and landline numbers within Australia, voicemail and calls to 13, 1300 or 1800 numbers.

\* Does not include video MMS

### Minimum Term of Service

Minimum term of this service is one month, as it operates on a month-to-month basis.

## Set-up or Termination Fees

There are no set-up or termination fees for this service.

## SIM Card Fees

A Callnet SIM card is required to use this service. Your first SIM card is provided free of charge and will be mailed to you at no cost. Replacement SIM cards are also free and will be mailed at no charge.

## Auto Bolt-Ons

Once you've used up the data allowance included in your plan, a 2GB auto bolt-on will be automatically activated for \$10.00 inc GST. If the additional 2GB is exhausted, another 2GB bolt-on will be automatically added, up to 5 times per billing cycle. You'll receive both an SMS and email notification when you reach 100% of your bolt-on usage. To check your current data balance at any time, simply SMS 'bal' to 179.

## International Roaming Packs

Callnet offers three International Roaming Packs: the 5GB Travel Pack, the 10GB Travel Pack, and the 3GB Travel BizPack. Each pack includes a set allowance of data, calls, and SMS. Upon arrival in an eligible roaming destination, you'll receive a Welcome SMS with key details about the available travel packs. To activate a pack, simply send its code via SMS to 179. You can activate multiple packs simultaneously. All packs feature Wi-Fi Calling and SMS, enabling you to make calls and send messages over Wi-Fi, even without a mobile signal (Wi-Fi connection required). Please note that roaming will not work in countries outside the eligible destinations list. We recommend purchasing a local SIM card to make calls and use roaming services in non-eligible destinations. However, you may still be able to receive SMS in these locations.

For more details and a list of eligible destinations, visit [www.callnet.com.au/international](http://www.callnet.com.au/international)

## Data Banking

With Callnet's data banking feature, an unused data can be banked, up to a maximum of 500GB. If you choose to downgrade your plan, switch to a plan that doesn't support data banking, or port your number to another provider, all banked data will be forfeited. If your service is suspended, the banked data will remain but no additional data will accumulate during the suspension period. In the event of a termination in error, all banked data will also be forfeited.

## Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

## Plan Changes

If you wish to change your plan during the billing cycle, the charges for the new plan will be added to your next bill. Please note that if you choose to downgrade your plan, any prorated charges from the previous plan will not be refunded. The new plan will take effect immediately, and the associated charges will be reflected in your subsequent billing statement. We recommend reviewing your plan options carefully to ensure it meets your needs before making any changes.

## Plan Disconnections

If you choose to cancel your plan or transfer your number to another provider, any prorated charges for the current billing cycle will not be refunded. No credit will be issued for the remaining days in the billing cycle.

## Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

## Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

## Data Usage Information

You will receive notifications by SMS to your device when you hit 50%, 85% and 100% usage. You can SMS 'bal' to 179 from your device at any time to retrieve your current data balance.

## Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

## Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

## Other Possible Charges

There are some items that attract PAYG charges. All prices listed are inclusive of GST:

- Video calls to national numbers - \$2.20 per minute
- Video calls to international numbers - \$3.71 per minute
- Telstra Mobile Satellite calls - \$1.50 per minute
- Optus Mobilesat - \$2.48 per minute
- SMS to 13/1300 or 18/1800 numbers - \$0.10 per minute
- SMS to international numbers\* - \$0.03 per message
- MMS Standard to international numbers - \$0.75 per message
- MMS Video to national numbers - \$0.50 per message
- MMS Video to international numbers - \$1.00 per message

*\* SMS to International Numbers free for selected countries (listed on page 1 of this CIS)*

## Other Information

### Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

### Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

### Ombudsman

If you remain unhappy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be reached by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

### Callnet Pty Ltd

8 Devon Street  
South Burnie TAS 7320  
P: 1300 743 437  
E: [hello@callnet.com.au](mailto:hello@callnet.com.au)