



## Critical Information Summary

The CommsMobile service is sold via a network of re-seller partners of CommsChannel Pty Ltd, a wholesale telecoms provider. The details within this document reflect the commercial terms suggested by CommsChannel to our reseller partners. Your reseller may have their own terms and conditions which may not align with this CIS. Should you have any questions in relation to this, please contact your reseller partner for clarification.

### Summary Of Essential Information

The following encompasses a comprehensive overview of pertinent details regarding your plan as well as the supplementary enhancements periodically offered for your utilization alongside the plan. Nevertheless, please note that this document does not encompass any exclusive offers or promotions that may be introduced intermittently.

S 4G	M 4G	L 4G	XL 5G
<b>10GB</b> Speed Cap: 100/100 Mbps National Voice & SMS: <b>Unlimited</b> National MMS: 2000 Databank Limit: 500GB Data Gifting: 5GB	<b>25GB</b> Speed Cap: 100/100 Mbps National Voice & SMS: <b>Unlimited</b> National MMS: 2000 Databank Limit: 500GB Data Gifting: 12.5GB	<b>45GB</b> Speed Cap: 100/100 Mbps National Voice & SMS: <b>Unlimited</b> National MMS: 2000 IDD: <b>Unlimited 10*</b> Databank Limit: 500GB Data Gifting: 22.5GB	<b>120GB</b> Speed Cap: 250/250 Mbps National Voice & SMS: <b>Unlimited</b> National MMS: 2000 IDD: <b>Unlimited 15*</b> Databank Limit: 500GB Data Gifting: 60GB

All plans are post paid, SIM only, on a month to month contract. Should you cancel a service, the billing will stop **30** days after the date of cancellation.

**Disclaimer:** 5G Speeds may 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.

### International Outbound Call inclusions

**L - Unlimited 10 - Destinations are:** Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA

**XL - Unlimited 15 - Destinations are:** Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA

**NB - International calling not available in other products.**

### Information about the Service

#### Add on Services

CommsMobile offers 2 add-on packages.

**1GB Data Top Up:** This Add on is utilised when the End User's plan exhausts (in priority) their promotional data, data inclusion, and data bank.

**Travel Pack 7/14 Day:** 67 countries (Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Kenya, Latvia, Lithuania, Luxembourg, Macao, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, Channel Islands, Gurnsey, Isle Of Man, USA, Vanuatu & Vietnam)

Pricing and key terms are outlined below:

1GB DATA TOP UP ONCE OFF	TRAVEL PACK 7 DAYS	TRAVEL PACK 14 DAYS
<b>1GB</b> Bolt on/Top Up: Top Up	<b>5GB</b> Bolt On/Top Up: Bolt On	<b>10GB</b> Bolt On/Top Up: Bolt On
Expiry: Inline with underlying plan Voice & SMS Inclusion: N/A IDD Inclusion: N/A	Expiry: 7 Days Voice & SMS Inclusion: 30 minutes / 30 texts IDD Inclusion: IR 67	Expiry: 14 Days Voice & SMS Inclusion: 60 minutes / 60 texts IDD Inclusion: IR 67

### Devices

The following compatible devices will have to be brought in, to avail services:

- The mobile device which supports 3G 850 MHz
- For access to the 4G service, both 4G 1800MHz and 4G 700 MHz bands.
- For access to 5G service, 5G 3.6 GHz banding

### Download Speeds and Speed Caps

When utilizing our mobile plans with 4G connectivity, the download speeds for the allocated data are limited to 100Mbps, while our 5G plans have a cap of 250Mbps. It should be noted that these speed limitations are influenced by various factors, including but not limited to geographical location, proximity to the base station, local conditions, concurrent users, and hardware and software configurations.

To access the higher speeds of 5G, it is necessary to possess a device compatible with 5G technology and be situated within CommsMobile's 5G coverage area, which currently encompasses a minimum of 75% of the Australian population. You can refer to our coverage map available at <https://commsmobile.com.au/> to verify the extent of our network coverage.

We acknowledge the significance of consistent and dependable speeds, which is why we exert diligent efforts to optimize our network for the most optimal user experience. However, it is important to bear in mind that certain external factors beyond our control may impact your speeds.

### Factors Influencing your Actual Speeds

Data download and upload speeds. The speed you will experience on your mobile device is limited by many factors such as:

- The topography of your location (for example any obstructions of the line of sight to the base station)
- Your distance from the base station
- The local weather conditions (like extreme heat or heavy rain)
- How many other users are accessing the mobile network from the base station at the same time
- Whether your device supports the relevant mobile network spectrum bands
- The hardware and software configuration on your device
- Any speed cap or other restriction applied to your plan
- The destination of your internet browsing session (eg a busy web server).

### What is the Telstra Wholesale Mobile Network?

Telstra Wholesale is the business unit in Telstra which sells telecommunications solutions to resellers, who create products for businesses and consumers in Australia. Telstra Wholesale provides access to the Telstra Wholesale Mobile Network which is used by leading retailers and resellers to support their consumers with mobile connectivity plans. These resellers are often called Mobile Virtual Network Operators, or MVNOs.

### The Telstra Wholesale Mobile Network uses parts of Telstra's mobile network.

This page gives you details of the capabilities and benefits of the Telstra Wholesale Mobile Network.

### Telstra Wholesale Mobile Network Coverage

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G\*, 4G or 5G and covers more than 1.6m square kilometres of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.

\*At end June 2024 3G network services will cease.

### What happens if I Exceed my Data Allowance?

When you exceed your data allowance, you will not be allowed to use any more data and you will not be charged any more. There are three ways to get more data with CommsMobile:

- Top up your data bank via the CommsMobile portal. If you need a quick data boost, this option is for you. However, you'll have to pay for it.
- Upgrade your plan to one with more data each month. This option is ideal if you require a lot more data, but not immediately. After upgrading, your new data allowance will kick in for your next payment cycle.
- Ask a friend or a colleague with a CommsMobile service to gift you some data. With this option, the amount of data you receive will depend on what your friend can hook you up with. Both a top-up and a gift will be deposited into your data bank pretty quickly.

Choosing the best option for you depends on why you need more data and when you need it.

### Data Rollover

Any unused data at the end of your billing cycle will be accrued up to a limit of 500 Gbytes. Anything over the 500 Gbyte cap will be automatically removed from your account. NB if you downgrade your plan, you will lose any accrued data up to the point of changing your plan.

### Can I Change my Plan?

At CommsMobile, we understand that our customers' needs change from time to time, which is why we allow you to change your plan size more than once per monthly payment cycle. This flexibility ensures that you can adjust your plan to match your needs without incurring additional costs.

### Gifting Bundles

As an integral component of your strategy, you possess the capability to bestow data to another CommsMobile subscriber in increments of 1GB. Moreover, you have the option to retain any remaining data at the conclusion of each month, thereby enabling you to amass supplementary data for prospective utilisation.

### Voicemail:

CommsMobile provides a personal answering service with a custom greeting for missed calls. You can also receive converted text messages for up to 10-second voicemails. To set up your voice mail, call 141 and follow the prompts.

### Restrictions on Services:

Certain operator types, including satellite numbers, premium numbers, and international numbers outside of selected add-on destinations, cannot be contacted via calls or texts. CommsMobile's services are exclusively accessible within Australia.

### Cost and Billing:

The monthly billing for your service will commence from the date of service activation. Automated invoices are generated that may either be paid on account or via a direct debit mechanism.

CommsMobile provides the flexibility to modify your plan size once during each monthly payment cycle.

The changes in plan and pricing will be implemented from the beginning of the subsequent monthly payment cycle. Please note that if you decrease your plan size, there will be no reimbursement for any data already paid for under the higher data plan for the current month. If you downgrade your plan, you will lose any roll over data that you've accumulated.

Supplementary bolt-on packs, such as the International Call and excess data packs will be added to your next invoice in our normal billing cycle.

Should you decide to cancel your service, you may do so through the CommsMobile website or with your re-seller. Our standard notice period is **30 days** and the service will be billed for 30 days after the date of cancellation.