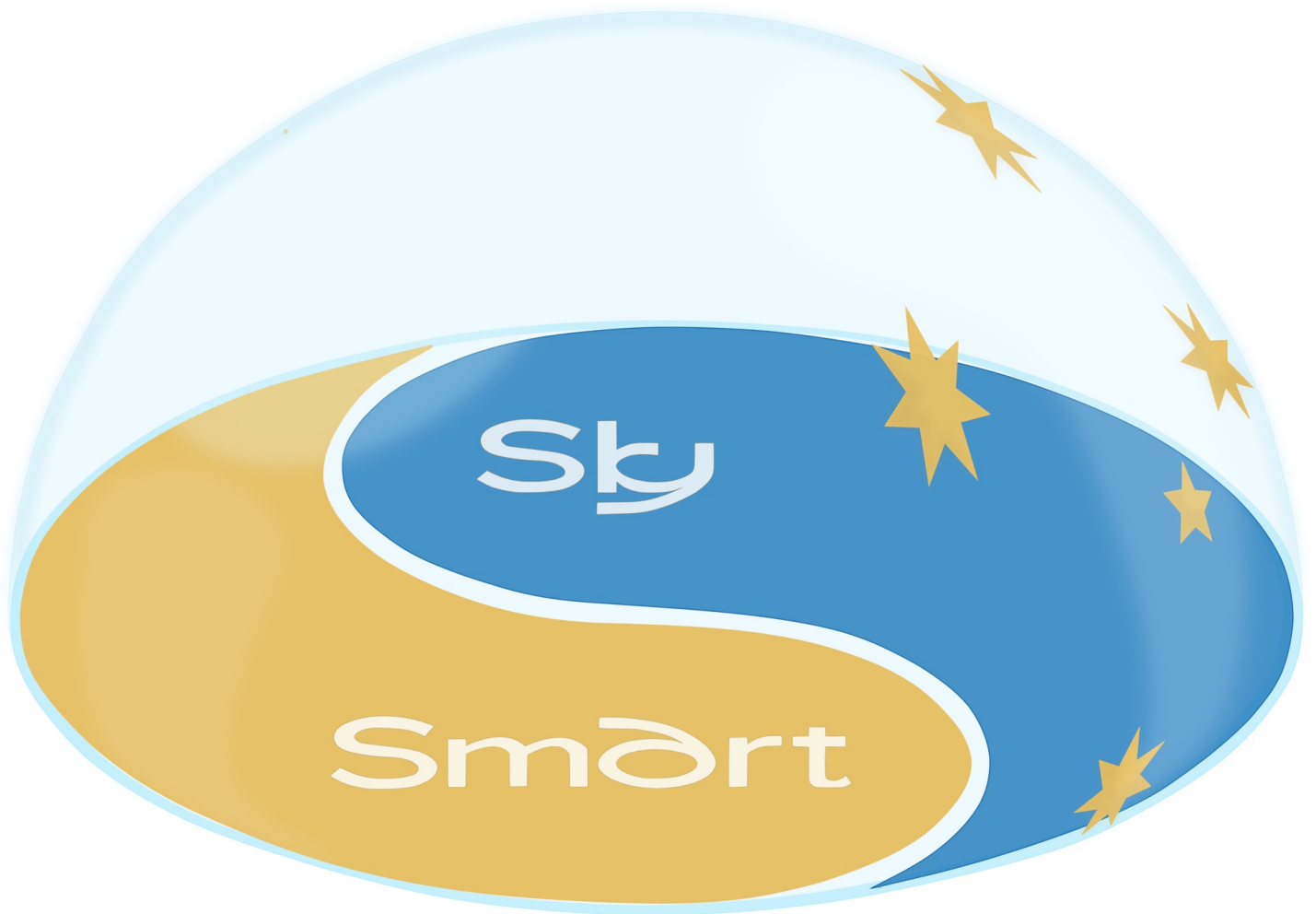


# Mobile Critical Information Summaries

JULY 2016



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# Water Mobile Plan

## Critical Information Summary

### Information about the service

Here's a quick summary of the important bits about your WATER (Mini) mobile plan. It covers things like the inclusions and how much you need to pay each month.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access to mobile data.

This plan has a 12 or 24 months minimum term.

### What's Included and Excluded?

\$1000 Standard Included Call Value - Your unused Monthly Call Allowance expires each month.

Unlimited SMS and calls to 1800 numbers.

1.5GB – Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance can't be used for making calls to international numbers, usage when travelling overseas, calls or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges).

### Information about Pricing

Minimum monthly charge is \$35. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than \$35.

### Mobile Repayment Option

You can choose a Mobile Repayment Option (MRO) to purchase, charged in interest free monthly repayments. If you cancel your MRO, you'll have to pay the remaining cost of your mobile.

 1300 565 623

All prices Inc GST

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

### Early Termination

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments. The ETC decreases by equal installments each month you stay on your plan. Your maximum ETC at the start of your Plan is \$420 on a 12 month Plan or \$840 on a 24 month Plan.

### Standard Calls, SMS and Data Charges

|             |   |
|-------------|---|
| <b>Call</b> | A 2 minute Standard Call will cost you \$2.38 (\$0.40 flagfall plus \$0.99 per minute). Calls are charged in 60 second increments.  |
| <b>SMS</b>  | Free of charge  |
| <b>Data</b> | If you exceed your 1.5GB Monthly Data Allowance, we will be automatically add data in blocks of 1Gb charged at \$10 per block. The extra data expires at the end of your billing month. |

### Using your Service Overseas

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage.

### Other Information

If you have any questions or wish to raise a dispute, we encourage you to contact your agent who will provide you with a great customer service.

*Alternatively, you can contact us on 1300 565 623*

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

You can find some more information about call and data usage information at

[www.skysmart.com.au](http://www.skysmart.com.au)

 [customerservice@skysmart.com.au](mailto:customerservice@skysmart.com.au)

 [www.skysmart.com.au](http://www.skysmart.com.au)