



an LMGPS Pty Ltd Company

CRITICAL INFORMATION SUMMARY

MOBILE VOICE & DATA

INFORMATION ABOUT THE SERVICES

Teleus Mobile Voice and Data Plans are a post-paid mobile service using the Telstra Mobile Network to provide reception. This service agreement is independent of any other service you may receive from Teleus.

Minimum Term is 1 month.

Other Important Conditions

Offer available to approved customers only.

Services are provided under our Standard Form of Agreement <http://www.teleus.com.au/important-documents>

Fair Use and Acceptable Use Policy Apply - <http://www.teleus.com.au/important-documents>

WHAT'S INCLUDED

Your Monthly Calls Allowance can be used in Australia for Voice calls to Standard Australian Landline and Mobile numbers, Voicemail Deposit and Retrievals, as well as most 13xx and 1800 numbers. Your Monthly Data gives you access to the internet in Australia.

WHAT'S NOT INCLUDED

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international numbers, premium numbers (eg 19xx numbers), satellite numbers, Call Forwarding, Video Calling, Roaming charges, 1234, 12 455 and 12456 numbers or content charges. Charges for all calls, SMS and MMS not included in your plan can be found www.planetel.com.au/important-documents.

BYO HANDSET

A Mobile Handset is not included and you will need to bring your own (BYO) Mobile Network compatible handset. Be sure to check that your handset supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, to ensure you get the best possible experience on the Telstra Mobile Network. Check your device manual or manufacturer's website.

MOBILE COVERAGE

The service utilises part of Telstra's 4G, 3G network (4G=1800MHz/700MHz plus 260MHz in selected areas, 3G=850MHz plus 2100MHz in selected areas, The coverage may be different than a service connected directly to the carrier.

All voice services (even in a 4G plan) will use the 3G mobile network. VoLTE, or Voice over LTE (or voice services using 4G) is not available under the service. Voice calling isn't available in a 4G only coverage area.

USING YOUR MOBILE OVERSEAS

Your plan has International Roaming deactivated by default, unless you have contacted our customer support line to activate it. Using your service overseas costs more so you will be charged separately for this usage.

The main charges that apply while overseas are

- calls and SMS, which can be found at www.planetel.com.au/important-documents.
- mobile data - 3.80 per MB

INTERNATIONAL DIALING

International Dialing is deactivated by default, unless you have contacted our customer support line to activate it. Using your service overseas costs more so you will be charged separately for this usage.

Call and SMS/MMS rates to International destinations can be found at www.planetel.com.au/important-documents.

CONTACT US

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 939 717 - Monday to Friday (9am-5pm AEST)
Email: info@teleus.com.au
Website: www.teleus.com.au
ABN: 48 612 519 178

CONCERNS OR DISPUTES

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.

<http://www.teleus.com.au/important-documents> or call us on 1300 939 717 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

The Telecommunications Industry Ombudsman

Phone: 1800 062 058.
Email: tio@tio.com.au
Website: www.tio.com.au

Please note this is only a summary, if you would like more information regarding this offering, please contact us. Pricing mentioned was correct at the time of printing.



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INFORMATION ABOUT PRICING

| Product | Mobile Voice & Data 1GB | Mobile Voice & Data 5GB | Mobile Voice & Data 10GB | Mobile Voice & Data 15GB |
|---|------------------------------------|-------------------------|--------------------------|--------------------------|
| Monthly Access Fee | \$ 35.00 | \$ 50.00 | \$ 65.00 | \$ 80.00 |
| Postage & Handling (SIM Card) | \$12.95 | \$12.95 | \$12.95 | \$12.95 |
| Calls to Standard Australian Fixed | Unlimited | | | |
| Calls to Standard Australian Mobile | Unlimited | | | |
| Standard National SMS / MMS | Unlimited | | | |
| Calls to Standard 13/1800 Numbers | Unlimited | | | |
| Voicemail Deposit / Retrieval | Unlimited | | | |
| International Standard MMS from Australia | 75c per Standard International MMS | | | |
| Call Forwarding | 15c per Minute | | | |
| Monthly Data Allowance | 1GB | 5GB | 10GB | 15GB |
| Excess Data (per GB) | \$10.00 per GB | | | |
| Minimum Spend Over 1 Month | \$42.95 | \$52.95 | \$62.95 | \$72.95 |

The rates above do not include all call types. Other call types include, but are not limited to, calls to satellite, Dial IT Services, Directory assistance (1223), international calling and Calls to 1234. A full list of these rates can be found at www.planetel.com.au/important-documents.

TRACKING YOUR SPEND

Teleus will send you an SMS when you reach 50%, 85% and 100% of your included Data allowance. You will also receive an SMS everytime an additional 1GB of Data is added. A maximum of 5 Data Tops per month is permitted. Once all 5 top us have been exhausted, your mobile data will cease working until the monthly plan period is over.

EARLY TERMINATION

No Early termination fees are applicable on this plan, if you cancel before the end of the first month the monthly access fee will be forfeited.

BILLING

We will bill you in advance for the Monthly Access Charge and features from your day of Sign Up. Our billing period starts on the 1st of every month.

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