

Critical Information Summary



SERVICE DESCRIPTION

The service provided to you by Click Mobile under your plan is a mobile service that will allow you to make and receive calls, send and receive SMS/MMS and access mobile data in Australia. You can request a new mobile phone number, or transfer an existing Australian mobile number. You will need to provide your own 3G or 4G compatible mobile handset. You will need to activate your SIM card within 2 months of ordering. The service will not work if you activate it later

PLAN INCLUSIONS

Please refer to table below for the plan inclusions. Unused monthly inclusions expire each month.

PLAN EXCLUSIONS AND LIMITATIONS

This plan is for use in Australia. International calls, SMS and MMS are not included in our plans, but you can enable this. International PAYG rates apply.

Non-standard calls and SMS/MMS (such as call forwarding, directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS) will be charged at PAYG rates. Calls to some SENSIS numbers (1234, 12455 and 12456) are not supported.

International roaming is not available with our plans.

PORTING YOUR EXISTING MOBILE NUMBER TO CLICK

If you are porting your existing Mobile number across, the process may take anywhere from less than an hour, up to seven working days. To successfully port your number across please make sure you are the registered account holder with your current provider, your details provided are accurate and match, your mobile number is active at the time of porting. **You will need to discuss with your current provider if any fees or charges are incurred in porting out your number.**

Note:

If you are activating a new service, the process may take anywhere from less than an hour and up to three (3) working days. Activation or porting will not be processed on weekends or public holidays.

CSG WAIVER

The standard Monthly Charge and Setup pricing stated in the information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

BUNDLING

We do not require you to bundle this plan with any other services or any equipment. There will be 10% discount on mobile plans as long as it is bundled with Click Broadband NBN.

MINIMUM TERM

One (1) calendar month is the minimum term. Plans auto-renew each month on your anniversary date.

CREDIT LIMIT

Credit Limit refers to the maximum amount of credit Click Mobile extends to you. Credit limit is a sum of your current unpaid account balance (+) total unbilled usage. Initial credit limit applied to this plan is \$120. We will send usage alerts via SMS and emails once you've reached approximately: 50% and 80%. If you exceed your credit limit, Click Mobile will deduct the amount by using direct debit facility. If the payment gets rejected your service may be suspended until account balance has been reset

BILLING, CANCELLATION & TERMINATION

You can pay your service by direct debit via the nominated Bank Account, Credit Card or Debit Card – Visa, Mastercard and American Express (AMEX). There will be a 3% surcharge for all AMEX transaction. Monthly fees in advance and usage charges incurred during the month will be included on the bill.

The following charges will apply the day after your due date, \$16.50 late payment fee if you miss your payment on time and \$16.50 dishonour fee if your direct debit gets declined. All plans are billed in advance via anniversary billing.

Customers will be required to pay one month in advance and SIM Card of \$10. Your service will be automatically renewed and billed on the same day each month unless you inform us you wish to cancel your service or you transfer your number to a new provider. There are no cancellation fees.

Click Mobile provide you with a choice of receiving your statements electronically (no additional fees apply) or via post at \$10 for itemised or Summarise invoice. Bill Reprint Fee of \$10 is also charged for an additional monthly invoice request via post or email.

CHANGING YOUR PLAN

You can request to change to a plan of higher or lower value, the change will take place at your next renewal date. There is no charge to change your plan. You can change plan during your contract term by calling our customer service at 1300 254 255.

USAGE INFORMATION

You'll receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide, and can be up to 48 hours behind real time usage. You will also get an SMS each time a 1GB data top-up is added.

NETWORK COVERAGE

The mobile product of Click Mobile provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 96.5% of the Australian population covering 1.62million square kilometres.

COMPLAINT HANDLING

There are several methods to file a complaint with Click Mobile. We will ensure that your complaint is handled as efficiently and effectively as possible in accordance with our Complaint handling policy.

FURTHER OPTIONS

If you are not satisfied with our handling of your complaint and you have escalated this within Click Mobile you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

CUSTOMER SUPPORT

Customer Service

Email: support@clickbroadband.com.au

Phone: 1300 254 255

Credit Control

Email: billing@clickbroadband.com.au

Sales

Email: sales@clickbroadband.com.au

If you have any concerns or complaints, you can access our Complaint Handling Policy or via email: info@clickbroadband.com.au

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INFORMATION ABOUT PRICING

SIM Only Plans	Click 1 GB	Click 4 GB	Click 10 GB	Click 20 GB	Click 30 GB	Click 40 GB	Click 60 GB
Bundled Prices (includes 10% discount)	\$9.89/mth	\$20.61/mth	\$31.41/mth	\$40.49/mth	\$49.49/mth	\$53.99/mth	\$62.99/mth
Unbundled	\$10.99/mth	\$22.90/mth	\$34.90/mth	\$44.99/mth	\$54.99/mth	\$59.99/mth	\$69.99/mth
Included Data - consumed per Kilobyte	1 GB	4 GB	10 GB	20 GB	30 GB	40 GB	60 GB
Included standard national calls, SMS & MMS credit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included International Calls	N/A	N/A	Unlimited international Standard calls to 10 selected countries	Unlimited international Standard calls to 10 selected countries	Unlimited international Standard calls to 10 selected countries	Unlimited international Standard calls to 10 selected countries	Unlimited international Standard calls to 10 selected countries
Sim Only Plan	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract
Excess data	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB
Network Coverage	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G
Total Minimum Cost for Bundled	\$19.89	\$30.61	\$41.41	\$50.49	\$59.49	\$63.99	\$72.99
Total Minimum Cost for Un-bundled	\$20.99	\$32.90	\$44.90	\$54.99	\$64.99	\$69.99	\$79.99
International Calls	PAYG rates apply. View our rates document here . However, international calling is turned off when you first join. This feature can be enabled through by contacting Click Mobile support.						
Cancellation Fee	None. However, if you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your billing period.						
Sim Card	\$10 each Sim Card includes Delivery Fee.						

Broadband Mobile Plans	Click 1 GB	Click 10 GB	Click 15 GB	Click 20 GB	Click 30 GB	Click 40 GB	Click 60 GB
Bundled Prices (includes 10% discount)	\$8.99/mth	\$26.99/mth	\$31.49/mth	\$35.99/mth	\$44.99/mth	\$49.49/mth	\$58.49/mth
Unbundled	\$9.99/mth	\$29.99/mth	\$34.99/mth	\$39.99/mth	\$49.99/mth	\$54.99/mth	\$64.99/mth
Included Data - consumed per Kilobyte	1 GB	10 GB	15 GB	20 GB	30 GB	40 GB	60 GB
Data Only Plan	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract	Per month / no contract
Excess data	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB	\$10 per 1GB
Network Coverage	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G	Telstra 4G/3G
Total Minimum Cost for Bundled	\$18.99	\$36.99	\$41.49	\$45.99	\$54.99	\$59.49	\$68.49
Total Minimum Cost for Un-bundled	\$19.99	\$39.99	\$44.99	\$49.99	\$59.99	\$64.99	\$74.99
Cancellation Fee	None. However, if you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your billing period.						
Sim Card	\$10 each Sim Card includes Delivery Fee.						

*** Data top ups – 1GB data top ups are \$10. Once included data is depleted, you will not be able to use mobile data unless you purchase a top-up. You can add a data top-up at any time during plan cycle. Any remaining data on your previous data top-up will forfeit once you purchase the next one. All top-up will expire upon your anniversary renewal date.

*** Non Standard Calls, SMS and MMS and making international calls (see rates).

*** Existing Click Broadband NBN customers can get 10% off on regular pricing as long as the service is active.

All prices quoted are inclusive of GST.