

Critical Information summary

# Extreme Plan

# Extreme Plan

## Information about the service

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

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and have access to mobile data.

### Minimum Term

This plan is in a 12-month contract term. Early Termination Fees apply.

What's included and excluded

**Unlimited national call value** - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, video MMS, calls to satellite numbers, usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

**30GB + 30GB included data** - receive **30GB + 30GB** every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

**Included international call value** - make unlimited landline calls to 10 countries. Cannot be used while roaming overseas.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

China#  
Cyprus  
Denmark  
France  
Germany  
Guam  
Hungary

Ireland  
Israel  
Italy  
Luxembourg  
Malaysia  
Malta  
Mexico  
Netherlands  
New Zealand  
Poland  
Portugal  
Romania  
Spain  
Sweden  
United Kingdom  
USA

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*# includes calls to mobile*

## Information about pricing

The minimum monthly charge for a 12-month contract is **\$60** (Total Minimum Contract Value \$720). Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the nonincluded numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill\*\*.


Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

### Early termination

An Early Termination Fee (ETF) of \$55 (inc GST) applies if you change plans, port your number away or cancel your service. The total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

### Standard calls, SMS/MMS and data charges

Standard Call	Free of charge
Standard SMS/MMS	Free of charge



Data                      If you exceed your 30GB + 30GB  
Monthly included value, you will  
be charged \$0.03 per MB.

Sign up to 1GB Auto bolt-on to  
have \$10/GB

### **Using your service overseas**

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data bolt-ons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### **Additional Features**

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service.

Please refer to Additional Features Sheet for more information.

### **Other Information**

If you have any questions, we encourage you to contact your agent:

### **Comsource**

provisioning@comsource.com.au  
1300 882 896

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)**