



CRITICAL INFORMATION SUMMARY

# MICRO MOBILE PLAN



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### Information about the service

Here's a quick summary of the important bits about your **MICRO** mobile plan. It covers things like the inclusions and how much it costs each month.

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

#### Minimum Term

This plan has a one-month minimum term.

### 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 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, satellite numbers, or used when roaming overseas. 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.

**15GB included data** - Receive **15GB** every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

### Information about pricing

The minimum monthly charge is **\$35**. Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included 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

There is no Early Termination Fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

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

Standard Call	Free of charge
Standard SMS/MMS	Free of charge
Data	If you exceed your <b>15GB</b> 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 values 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.

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### 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:

**HM Telecom**

**[info@hmtel.com.au](mailto:info@hmtel.com.au)**

**1300 309 984**

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)**

Visit **[www.hmtel.com.au](http://www.hmtel.com.au)** to find more information about call and data usage.

The mobile product of HM Telecom uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at Telstra Wholesale Mobile Network