



CRITICAL INFORMATION SUMMARY

# EXTRAS MOBILE PLAN

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### Information about the service

Here's a quick summary of the important bits about your EXTRAS 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

**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 (picture only), voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers.

**Unlimited international call value** - with your monthly plan allowance you can make unlimited standard international calls and SMS to 15 countries; calls must originate in Australia. Calls to countries listed in the below table are included in the **unlimited international call value**.

Country	Fixed line	Mobile
China	✓	✓
France	✓	✓
Germany	✓	✓
Greece	✓	✓
Hong Kong	✓	✓
India	✓	✓
Ireland	✓	✓
Malaysia	✓	✓
New Zealand	✓	✓
Singapore	✓	✓

South Korea	✓	✓
Thailand	✓	
United Kingdom	✓	✓
USA	✓	
Vietnam	✓	✓

**22 GB included data** - Receive **22 GB** every month to access the mobile data network. Unused data at the end of a billing cycle will be banked and can be used during following billing cycles. Up to 200 GB can be banked. Data cannot be used while roaming overseas.

### What's excluded

Your unlimited included value **cannot** be used for sending MMS to international numbers included in the unlimited international call value; sending MMS (video) to national or international mobile numbers; calls and sending SMS/MMS to international numbers located in countries not included in the unlimited international call value; calls to satellite numbers; or any usage 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.

### 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.

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### 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.

### 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 countries. Contact Olitech Telco for additional information if required.

### Additional Features

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service. Contact Olitech Telco for additional information if required.

### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

### Billing Surcharges

**No additional fees will be charged for payments made by bank transfer EFT, Visa, Mastercard or direct debit.**

The following surcharges represent merchant fees charged to us when customers use the below payment methods. These fees are passed directly on to customers who pay via these methods with no additional margin added. Payments made via American Express or Diners Club incur a 2.75% surcharge. Payments made via BPAY incur a \$0.99 surcharge. Payments completed at Australia Post incur a \$3.30 surcharge. Payments made via cheque incur a \$2.20 surcharge. All payment surcharges will be included on the following months bill.

### Other Information

If you have any questions, we encourage you to contact us at:

**Olitech Telco**

**hello@olitechtelco.com.au**

**1300 60 50 30**

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](https://tio.com.au/about-us/contact-us)**

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

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

\*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance). Contact Olitech Telco to activate Zer Bill Shock

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period), and are to be used in Australia. 3. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 4. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 5. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 6. Calls are charged in 60 second increments, plus Flagfall charge. 7. Unused monthly data allowance are rolled over to the following month and banked up to 200GB. 8. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless Auto bolt-on is active Zero Bill Shock is active. 9. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 10. Monthly data allowance cannot be used when roaming internationally. 11. Olitech Telco ACN: 611 802 674 uses the Telstra Wholesale Mobile Network. The Telstra Wholesale Mobile Network coverage reaches more than 98.8% of the Australian population with 3G\*, 4G or 5G and covers more than 1.6m square kilometers of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G. \* At end June 2024 3G network services will cease. 12. Olitech Telco mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-100 Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 13. Handsets not capable of 5G will only receive 3G\* and 4G coverage. 14. Check mobile coverage at <https://www.telstrawholesale.com.au/products/mobiles/coverage.html>. 15. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 16. Prices in this document are valid from 01.01.2024.