



CRITICAL INFORMATION SUMMARY:

TransACT Mobile Service (Voice)

Information About The Service

TransACT Mobile is a post-paid 'SIM-only' mobile phone service - you'll need to bring your own mobile phone handset or pay a monthly instalment over 24 months and receive a new handset.

A minimum term of one month applies to TransACT Mobile services.

Information About Pricing

Setup Fee

A SIM is required in order to use the service.

- A \$15 charge applies for a SIM (either standard or MicroSIM or nano SIM); and this can be delivered anywhere in Australia.
- You can either port an existing Australian mobile phone number to your mobile service; or we can allocate you a new number.

Minimum Monthly Charges

There are currently four mobile plans, as shown in the following table:

Plan Name	Monthly Included Standard Calls & Text	Monthly Included Calls to TransACT Mobiles	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price**
\$10 plan	\$165.00	None	200 MB	\$10.00	\$25.00
\$20 plan	\$450.00	\$1,000.00	1.5 GB	\$20.00	\$35.00
\$40 plan	All Included	All Included	1 GB	\$40.00	\$55.00
\$60 plan	All Included	All Included	3 GB	\$60.00	\$75.00

** Total Minimum Price includes \$15 SIM charge, plus one month of mobile plan rental.

Maximum Monthly Charge

If you use more than the monthly inclusion of calls, texts or data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge.

Please be aware that billing information is not received instantly by TransACT, and in some cases can be delayed by several days after the usage charge has been incurred.

Early Termination Charge

Cancellation of a mobile voice plan is full monthly fee for the billing cycle in which the service is cancelled plus any outstanding charges. Early cancellation of a handset contract is monthly fee x remaining months of contract.

Standardised Cost Information

The following table indicates the rate at which your monthly included value will be consumed and the cost of additional usage outside of the monthly included value:

2 Minute Standard National Mobile Call	A standard national mobile call incurs a flagfall of \$0.35 and a per minute rate of \$0.90. Hence a 2 minute national mobile call will cost \$2.15.
Standard National Mobile SMS	A standard national mobile SMS will cost \$0.25.
One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost \$0.20.



If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Plan Name	Number of standard national mobile calls each of 2 minutes duration
\$10 plan	76
\$20 plan	209
\$40 plan	All Included
\$60 plan	All Included

Other Information

Call Usage Information

Customers can obtain information on their usage at <https://toolbox.transact.net.au/>

International Roaming Costs

Using your mobile phone overseas attracts significantly higher rates than standard mobile charges:

- All call, messaging and data charges while roaming are excluded from your monthly included value amounts.
- Charges also apply for both making and receiving calls when roaming overseas.

While you are roaming overseas, usage details may take days or weeks to reach TransACT. Regardless, you are responsible for all charges made on your service when overseas.

Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 61**. See www.transact.com.au/en/ contact for more details.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.transact.com.au/en-ACT/support/accounts/complaints

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint