



## CRITICAL INFORMATION SUMMARY

### CLASSIC PLANS

Plan	Classic Unlimited + 2GB	Classic Unlimited + 1GB	Classic Unlimited + 500MB
Monthly Airtime Plan Charge	\$35.00	\$25.00	\$15.00
Standard National Calls & SMS within Australia	Unlimited		
Monthly Included Data (billed in 10KB increments)	2GB	1GB	500MB
Additional Data	\$10.00 for 1GB (\$0.01/MB)		\$0.05/MB (billed in 10KB increments)
Minimum Contract Term	1 month		
Minimum Total Cost	\$35.00	\$25.00	\$15.00
Maximum Charges For Early Termination	\$35.00 plus any excess usage charges	\$25.00 plus any excess usage charges	\$15.00 plus any excess usage charges

All for use in Australia. Prices include GST.

### Information About The Service

#### Description of the Service

Think Mobile Classic Plans are a postpaid service using part of Telstra's 3G and 4G mobile network. You can use this service to make and receive domestic and international voice calls, send and receive messages including text (SMS) and multi-media messages (MMS), and to access data services including browsing the internet within the coverage area (see <https://www.thinkmobile.com.au/blog/kb/think-mobile-classic-4g-coverage/>)

#### Exclusions

Premium Services including calls to Premium numbers and Premium SMS are not supported.

#### Eligibility

Payments on this service are via a scheduled monthly credit card payment. You must have a valid credit card in order to apply for this service.

#### Handset

You can use your own handset on this plan provided the handset is unlocked and compatible with the network.

#### Additional Data usage

If you use more than your Monthly Included Data allowance on the Classic Unlimited + 2GB and Classic Unlimited + 1GB plans you will be charged automatically in increments of \$10 that provides you with 1GB extra data, which equals \$0.01/MB. On the Classic Unlimited + 500MB plan, additional data is charged at \$0.05/MB (billed in 10KB increments). Any Additional Data does not rollover.

#### Plan Changes

Plan upgrades and downgrades are allowed at no cost. Plan changes will become effective on the first day of the next bill cycle.



## Information About Pricing

### International Calls and SMS

This plan does not include any international calls or SMS. All international calls and SMS will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – for a full list of current rates see:

<https://www.thinkmobile.com.au/blog/kb/classic-international-calls/>

### International Roaming

International Roaming is available to credit approved customers on request. International Roaming is very expensive for all types of calls, messaging and data – for a full list of current rates see:

<https://www.thinkmobile.com.au/blog/kb/classic-plans-international-roaming/>

If you are concerned about the cost of International Roaming, you should not enable this service and enquire about a local service in the country in which you are travelling. Customers who use International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your handset. International Roaming call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

## Other Information

### Customer Service

You can contact us by calling 1300 2 THINK (1300 2 84465) Monday to Friday, 7.30am-6.30pm AEST, Saturday 8.30am-4.30pm AEST or emailing us at [mail@thinkmobile.com.au](mailto:mail@thinkmobile.com.au).

### Monitor and Manage Your Usage

You can obtain call and data usage information using our secure online self-care environment at <https://www.thinkmobile.com.au/selfcare>

Visit

<https://www.thinkmobile.com.au/blog/kb/spendalerts/> for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included data allowance.

### Customer Complaints

You can access our complaint handling procedures by calling us on 1300 2 THINK (1300 2 84465) or emailing us at [mail@thinkmobile.com.au](mailto:mail@thinkmobile.com.au). Our complaint handling procedures are located on our website at

<https://www.thinkmobile.com.au/complaint-handling-policy/>

If, after speaking with us, you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or go to [www.tio.com.au](http://www.tio.com.au).