

## Mobile SIM Only Plans

This CIS is intended to list all inclusions and exclusions in your NewSprout mobile plan.

### Information about the service

**Handsets:** No device included. These are SIM only plans with BYO device **Minimum**

**Minimum Term:** 1 month. The plans are all No Contract plans

### Plan Inclusions:

- Calls from within Australia to Australian landlines and mobiles – i.e. Standard Calls unlimited
- Standard SMS and standard MMS to Australian numbers unlimited
- Voicemail
- Calls to 1800 unlimited
- Calls to 13-1300 unlimited
- Included minutes per month to limited international countries
- Data banking (unused data) can be stored and used later, up to 500GB (all banked data forfeited on any downgrade)

### Plan Exclusions:

- International calls to excluded countries will incur additional per minute fees.
- Excludes Video and Audio MMS. Excludes calls to premium numbers (e.g. 1900 numbers, etc.), directory assistance, calls to satellite phones, calls made and received while you're overseas and all other services not specified as being included in the monthly credit.
- International Roaming is excluded and will incur additional fees.
- Any downgrade will forfeit all banked data

### Changing Your Plan:

Top-ups are available during the current billing cycle.

You can change to a higher or lower value plan, but the upgrade or downgrade will happen on the 27<sup>th</sup> of the month. There will be no refund for your current month for any downgrades.

### Information about pricing for the below plans

NewSprout uses part of Telstra's 4G & 3G mobile network. If you top-up or upgrade and use more than your data allowance or use your mobile for services not included in the monthly allowance you will have to pay more than the minimum charge.

**How much will I pay upfront?** The monthly fee

**Minimum Cost:** Monthly Fee

**How much will I pay each month?** The monthly fee in the below table

## CRITICAL INFORMATION SUMMARY

### Monthly Charge (Setup Fee: \$0):

Mobile Plan Name – all SIM only	Min. Monthly Charge	Unlimited Voice + data allowance	Included International calls	Top-ups available
5GB Mobile - V&D No International (4G)	\$23.00	Unlimited Voice + 5GB	NONE	\$20/7GB (\$2.86c/GB)
12GB Mobile - V&D No International (4G)	\$29.00	Unlimited Voice + 10GB	NONE	\$30/13GB (\$2.31c/GB)
25GB Mobile - V&D IDD Selected (4G)	\$35.00	Unlimited Voice + 22GB	Unlimited calls to 15 countries *	\$15/7GB (\$2.14c/GB)
32GB Mobile - V&D IDD Selected (5G)	\$45.00	Unlimited Voice + 32GB	Unlimited calls to 15 countries *	\$20/18GB (\$1.11c /GB)
50GB Mobile - V&D IDD Selected (5G)	\$50.00	Unlimited Voice + 50GB	Unlimited calls to 15 countries *	\$40/40GB (\$1.00c /GB)
90GB Mobile - V&D IDD Selected (5G)	\$60.00	Unlimited Voice + 90GB	Unlimited calls to 15 countries *	\$30/30GB (\$1.00c/GB)
120GB Mobile - V&D IDD Selected (5G)	\$69.00	Unlimited Voice + 120GB	Unlimited calls to 15 countries *	\$30/30GB (\$1.00c/GB)
150GB Mobile - V&D IDD Selected (5G)	\$74.00	Unlimited Voice + 150GB	Unlimited calls to 15 countries *	\$30/30GB (\$1.00c/GB)
180GB Mobile - V&D IDD Selected (5G)	\$80.00	Unlimited Voice + 180GB	Unlimited calls to 15 countries *	None

#### Data allowance:

- For clarity: we will not auto top up with 1GB. It is always your choice to increase data. So no bill shock.
- The 180GB data plan is the maximum data we have access to offer and it is also a limited plan, so top-ups are not a recommended option if you need over 180GB.
- Top-ups for all the in-between plans are good value.

#### For a cancelled service:

- The mobile number will be cancelled forever and cannot be reinstated.
- No cancellation fee.
- The final monthly invoice is due in full. But no other monthly payments will be due, there is no contract locking you into extended payments.
- The minimum term is 1 full month.
- Additional usage outside of the included monthly fee will still be due after cancellation.
- Please Note: No part-refunds or full-refunds will be provided by NewSprout for the final month for any cancelled service. Failure to give cancellation notice before the next invoice's Due Date, or if the service is still active for part of the following month after cancellation has been requested, will result in an additional monthly invoice being generated. This invoice (together with any outstanding invoices and/or additional usage) will become the final payment that is due in full.

## CRITICAL INFORMATION SUMMARY

### In summary:

- The final Month to Month bill is due in full together with any unpaid and/or outstanding fees and/or additional usage for the current and final month

### Charges and Usage

1. Month to Month term
2. Email billing is free. If you request a paper bill, it costs \$10 per month.
3. No credit card surcharge. No PayPal surcharge.  
EFT (or Bank Transfers) incur an admin charge of \$2 per transaction.
4. A late payment fee of \$10 may apply if you don't pay your bill by the due date.
5. A SIM replacement fee of \$20 applies (this is just to recover our costs as we would rather not charge a fee, but we do get charged for SIM cards and postage)
6. No excess usage charges for inclusions
7. Additional usage charges apply for all exclusions
8. Plan upgrade, downgrade and top-ups available to purchase
9. Mobile usage can be requested by emailing [support@newsprout.com.au](mailto:support@newsprout.com.au)

### Customer Service Details

1. For further assistance, please contact our customer service centre by emailing [support@newsprout.com.au](mailto:support@newsprout.com.au) or by calling 02 6687 6533
2. If you wish to make a complaint, please quote your Support Ticket ID when contacting our complaints resolution team. You can either email [support@newsprout.com.au](mailto:support@newsprout.com.au), call 02 6687 6533 or lodge your complaint on our website at [www.newsprout.com.au/contact-us](http://www.newsprout.com.au/contact-us).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by NewSprout, you may wish to contact the TIO, an independent dispute resolution body, by:

- a. calling 1800 062 058; or
- b. emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.

## CRITICAL INFORMATION SUMMARY

### \* Included International Countries List (Unlimited calls and sms from Australia)

(NO international roaming included if travelling outside of Australia)

#### **COUNTRY NAME**

China	Included
China (mobile)	Included
France	Included
France (mobile)	Included
Germany	Included
Germany (mobile)	Included
Greece	Included
Greece (mobile)	Included
Hong Kong	Included
Hong Kong (mobile)	Included
India	Included
India (mobile)	Included
Ireland	Included
Ireland (mobile)	Included
Malaysia	Included
Malaysia (mobile)	Included
New Zealand	Included
New Zealand (mobile)	Included
Singapore	Included
Singapore (mobile)	Included
South Korea	Included
South Korea (mobile)	Included
Thailand	Included
United Kingdom	Included
United Kingdom (mobile)	Included
USA	Included
Vietnam	Included
Vietnam (mobile)	Included