

## BASIC- BUSINESS MOBILE

*This summary does not reflect any discounts or promotions which may apply from time to time.*

### SERVICE DESCRIPTION

Your Plan is for a Business Mobile Sim Only Service. Real Telecom is an authorised reseller of Buroserv mobile and signing for this service will give you access parts of the Telstra Mobile Network, a Mobile Service Number and lets you access the 3G and 4G Mobile Network.

### INFORMATION ABOUT PRICING

	BASIC
Minimum Monthly Fee	\$49.99
Minimum Fixed Term (Months)	24
Maximum Fee Payable*	\$1199.76
Standard Inclusions <i>*Refer to Exclusions</i>	<ul style="list-style-type: none"> <li>Local</li> <li>National</li> <li>Mobile Calls</li> <li>SMS &amp; MMS</li> <li>5 GB Mobile Data</li> </ul>
Maximum Termination Fee <sup>3</sup> <small>(applicable in line with the number of months remaining on each exclusive agreement)</small>	\$599.88

\*All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.

### AVAILABILITY

You can choose Real Telecom Business Mobile service if your business is serviceable for a Mobile Service, you are operating a business with a valid ABN or ACN and are agreeing to use the service within Australia.

### COVERAGE

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Real Telecom Resells Buroserv mobile using the Telstra Mobile wholesale Network. Typical Coverage for services includes 4G in all capital CBDs and associated airports, most surrounding suburban areas and in over 600 regional towns. You'll automatically switch to 3G in other coverage areas around Australia. You are responsible to test your coverage or check your device compatibility by viewing the coverage map or contacting your device manufacturer.

### EXCLUSIONS (CALL, SMS, MMS, DATA)

These are charged in addition to the Minimum Monthly Fee and Standard inclusions.

For example:

- International Calls, SMS, MMS
- Premium Numbers (1900, etc)
- Directory Assistance (1234, 12455 etc)
- International Roaming (Call 1300 Real Telecom)
- Data Sharing, Data Pooling
- Voice or MessageBank®
- Video and Video MessageBank®

Additional Non-Standard Rates and Additional Information available [www.realtelecom.com.au](http://www.realtelecom.com.au)

### BRING YOUR OWN (BYO) DEVICE

You can bring your own network unlocked device to use with the Plan. Check that your device supports 3G-850MHz, 4G 1800MHz, 4G 700MHz and Telstra Wholesale's other mobile network frequencies to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. With this plan you can choose to BYO device, buy one outright or buy a device at an additional cost to use with your Plan by taking up an DRO.

### DEVICE REPAYMENT OPTION(S) (DRO)

If you choose an DRO you will be charged for your device in monthly interest free payments for a period as specified in your agreement. This will be charged on top of your minimum monthly fee.

### DRO BONUS CREDITS

If you choose an eligible mobile broadband device with an eligible DRO that has the same start and end date as your minimum contract term, you'll receive an DRO Bonus credit. Bonus credits are only available on a Plan Terms longer than 24 Months.

If you cancel before the end of your Minimum Plan Term, you'll no longer receive any DRO Bonus Credit(s) or offers, and you must pay your remaining MRO repayments.

### ADDITIONAL FEES & CHARGES

Additional Data (per GB)	\$15
Remote Support (per half hour)	\$50
Postage and Handling	\$10
Sim Replacement	\$15
Porting Fee(s)/Number	\$10

Charges may be payable upfront subject to any agreements made or offers available from time to time. These fees are required to be paid in addition to the monthly fee as it may reflect on your invoice(s).

### CHARGE CHANGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase without notice, payable under the existing agreement.

### MONTHLY DATA ALLOWANCE

Your unused monthly data expires at the end of each billing cycles. If you exceed your monthly data allowance, we will

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automatically add 1 GB to your service at a charge to you of \$15. 1 GB (Gigabyte) = 1,024MB (Megabytes)

A maximum of five (5), 1 GB data blocks may be added to a service per billing cycle.

### **MAXIMUM TERMINATION FEE**

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree that instead of a preset flat early termination fee, you will be charged a maximum of 50% of the remaining contract agreement up to a value no greater than \$3000. This represents the mutually agreed early termination charges you are liable for and is a genuine estimate of our losses.

### **FAIR USE POLICY**

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

## **OTHER INFORMATION**

### **BILLING**

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 REALTELECOM for further information.

### **BILLING OPTIONS**

Real Telecom's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$5.95. You have automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your Agreement

### **MANAGE YOUR SERVICE ONLINE**

To access your Invoice or modify your details visit [myaccount/realtelecom.com](http://myaccount/realtelecom.com).

To keep updated with any changes or requests be sure to actively visit your account or contact 1300 REALTELECOM.

### **MANAGE YOUR SERVICE**

You will automatically receive an SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and

data allowances. You can monitor your service usage by logging into your account online

### **PAYMENT METHOD**

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

### **WE'RE HERE TO HELP**

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at [crt@realtelecom.com.au](mailto:crt@realtelecom.com.au)

### **FURTHER ASSISTANCE**

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058.

### **FULL TERMS**

This is a summary only full terms are available for all products and services, [www.realtelecom.com.au/terms](http://www.realtelecom.com.au/terms).

*All prices are ex GST  
All information is correct as of 14/01/19*