

## CRITICAL INFORMATION SUMMARY - \$88 DATA ONLY PLAN

### INFORMATION ABOUT THE SERVICE:

The service provided is our \$88.00, 12GB data sim only plan. Customers must order and activate a Better Life Mobile online at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au). The SIM is free with your purchase. Once activated you will then be able to have access to 12GB of data for a period of 180 days. It is not possible to make call or combine this product with other mobile phone plans. You will need to supply your own unlocked mobile phone, tablet or other internet dongle /device and must be compatible with the 850/2100 MHz network (700MHz/1600MHz 4G network also available).

<b>USAGE TYPES IN AUSTRALIA*</b>	<b>AMOUNT</b>	<b>INCLUDED/ NOT INCLUDED</b>
Standard national fixed and mobile Australian calls	Not permitted	x
Standard national calls to 13/1300/1800	Not permitted	x
Cost of a 2 minute Standard National mobile call	Not permitted	x
<b>Voicemail</b>	Not permitted	x
Voicemail retrieval	Not permitted	x
Standard national SMS	Not permitted	x
Cost of a standard national SMS	Not permitted	x
Standard national MMS	Not permitted	x
Cost of a standard national MMS	Not permitted	x
Standard National Video Calling	Within Data Allowance	x
<b>EXCLUDED USAGE TYPES</b>	<b>AMOUNT</b>	<b>INCLUDED/ NOT INCLUDED</b>
Directory Assistance numbers ^	Not permitted	x
<i>Eg: 1223,1234, 124 937etc.</i>		
Reverse charge call -receiving	Not permitted	x
Premium SMS	Not permitted	x
International SMS/MMS	Not permitted	x
International Roaming	Not permitted	x
Video calls, satellite calls and call diversions	Not permitted	x
Social Media SMS alert services	Not permitted	x
Subscriber type SMS (ringtones etc)	Not permitted	x
Calls to 19 numbers	Not permitted	x
Call Connect and Concierge type services	Not permitted	x
<b>DATA INCLUSIONS</b>	<b>AMOUNT</b>	
Data Value Included (measured in 1kb increments)	12GB	
Data value expires at the end of each billing period, remaining data cannot be rolled-over to the following top ups.		

\*This is an Australian National mobile service only. ^ Better Life Mobile offers directory assistance by calling our support line on 03 9018 5349 OR 1525 from your Better Life Mobile Phone. # Must be using the same Mobile network provider. This is a summary only. The full terms and conditions and pricing for this plan can be found on our website – [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au) Better Life Mobile ABN 47607567671 uses part of Telstra's 4G & 3G Mobile Network.

## CRITICAL INFORMATION SUMMARY - \$88 Data only plan.

INFORMATION ABOUT THIS SERVICE – PAGE 2

**MINIMUM TERM:** This plan is 180 days. You can leave at any stage. At the end of the 180 day period your SIM card will be suspended. If you require another 180 day plan to be topped up, call us on 9018 5349 for that to be done.

**MANDATORY GOODS:** You need to supply your own mobile device to use this service. Make sure your device is unlocked. This SIM can also work in a tablet or dongle that it network unlocked.

**ACCEPTABLE USE POLICY:** The Better Life Mobile acceptable use policy sets out the rules and guidelines relating to your use of the Internet and your mobile. The Better Life Mobile Plans are for personal use only - not for commercial use or for use as a permanent connection. Data included on mobile phone plans are not designed to replace a home Internet connection. For more information, refer to the Better Life Mobile Acceptable Use Policy at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au)

**DATA USAGE:** We'll provide you with SMS usage alerts once you've reached approximately: 50%, 70%, 85% and 100% of your Included Value or Included Data Allowance (whichever comes first). At 100% you will be barred from using data services. You can contact to reload the service when required.

**INCLUDED MINUTES:** NOT INCLUDED

### INFORMATION ABOUT PRICING:

**MINIMUM MONTHLY CHARGE:** \$88 fixed/capped. -180 Day expiry. Plan does not auto-recharge.

**SET UP/CANCELLATION FEES:** There are no set up or cancellation fees for any plan.

**PLAN CHANGES:** You can request a change of plan at any stage of your billing cycle. If you want an immediate change, you must pay the cost of the new plan.

**HOW TO PAY:** Payment must be made in advance for the period. You can pay over the phone, via internet banking, Centrelink Centrepay or set up regular payment with us from a credit/debit card.

**SPEND MANAGEMENT:** Call free call 1525 from your mobile phone for balance information or use our SMS and Chat services.

**CUSTOMER SERVICE:** You can contact us with a free call from your Better Life Mobile on 1525 or 03 9018 5349 or chat from our website and email at [support@betterlifemobile.com.au](mailto:support@betterlifemobile.com.au)

**COMPLAINTS:** If you are not satisfied with how, we have handled your complaint you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West VIC 8007