

## CRITICAL INFORMATION SUMMARY – International Direct Dialing (IDD) Bolt On.

### INFORMATION ABOUT THE SERVICE:

The service provided is our 'IDD Bolt On'. Order and activate a Better Life Mobile Sim Card online at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au). Once you have activated your underlying base plan (S, M, L or XL) you can then add the IDD Bolt on. You must have a current service with a live underlying plan or the IDD will expire. You must provide your own unlocked mobile phone which must be compatible with the 850/2100 MHz (3G) network (4G 700MHz/1800MHz also available on this plan).

**MINIMUM TERM:** This Bolt On is month-to-month tied to your underlying plan. You can leave at any stage. It will expire on the expiry of your underlying plan.

**MANDATORY GOODS:** You need to supply your own mobile phone to use this service. Make sure your mobile is unlocked. Must have a valid underlying mobile plan in addition to IDD bolt on.

**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)

**COVERAGE:** We cover 98.8% of the Australian population. Check coverage here: <http://www.mobilemaps.net.au/4G>. IDD applies to specified destinations only on page 1.

**INCLUDED MINUTES:** 120 minutes to 55 Destinations. Must be used in the current month & does not roll over. Billed in 1 minute increments.

### INFORMATION ABOUT PRICING:

**MINIMUM MONTHLY CHARGE:** N/A This is an optional extra only charged at \$10.

**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 month. If you want an immediate change, you must pay the full monthly plan price.

**HOW TO PAY:** Payment must be made in advance for the month. 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. Dial \*159# to check balances.

**CUSTOMER SERVICE:** You can contact us with a free call from your Better Life Mobile on 1525 or 03 90185349 or chat from our website and email at [support@betterlifemobile.com.au](mailto:support@betterlifemobile.com.au). Please note we are open Mon-Fri 9am-5:30pm

**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

## INTERNATIONAL CALLS BOLT ON DESTINATIONS

COUNTRY NAME	COUNTRY CODE	Fixed or Mobile	COUNTRY NAME	COUNTRY CODE	Fixed or Mobile
American Samoa	ASM	fixed	Luxembourg	LUX	mobile
American Samoa	ASM	mobile	Malaysia	MYS	fixed
Andorra	AND	fixed	Malaysia	MYS	mobile
Argentina	ARG	fixed	Malta	MLT	fixed
Bangladesh	BGD	fixed	Malta	MLT	mobile
Bangladesh	BGD	mobile	Mexico	MEX	fixed
Brazil	BRA	fixed	Mexico	MEX	mobile
Canada	CAN	fixed	New Zealand	NZL	fixed
Chile	CHL	fixed	New Zealand	NZL	mobile
China	CHN	fixed	Norway	NOR	fixed
China	CHN	mobile	Pakistan	PAK	fixed
Cyprus	CYP	fixed	Pakistan	PAK	mobile
Cyprus	CYP	mobile	Peru	PER	fixed
Czech Republic	CZE	fixed	Portugal	PRT	fixed
Denmark	DNK	fixed	Puerto Rico	PRI	fixed
Denmark	DNK	mobile	Puerto Rico	PRI	mobile
Egypt	EGY	fixed	Romania	ROU	fixed
France	FRA	fixed	Romania	ROU	mobile
French Guiana	GUF	fixed	Russian Federation	RUS	fixed
Germany	DEU	fixed	Singapore	SGP	fixed
Germany	DEU	mobile	Singapore	SGP	mobile
Greece	GRC	fixed	Slovakia	SVK	fixed
Guam	GUM	fixed	South Africa	ZAF	fixed
Guantanamo	USA	fixed	South Africa	ZAF	mobile
Hong Kong	HKG	fixed	South Korea	KOR	fixed
Hong Kong	HKG	mobile	South Korea	KOR	mobile
Hungary	HUN	fixed	Spain	ESP	fixed
Iceland	ISL	fixed	Sweden	SWE	fixed
India	IND	fixed	Sweden	SWE	mobile
India	IND	mobile	Switzerland	CHE	fixed
Indonesia	IDN	fixed	Taiwan	TWN	fixed
Indonesia	IDN	mobile	Thailand	THA	fixed
Ireland	IRL	fixed	Thailand	THA	mobile
Ireland	IRL	mobile	Turkey	TUR	fixed
Israel	ISR	fixed	United Kingdom	GBR	fixed
Israel	ISR	mobile	United Kingdom	GBR	mobile
Italy	ITA	fixed	USA	USA	fixed
Japan	JPN	fixed	Venezuela	VEN	fixed
Japan	JPN	mobile	Vietnam	VNM	fixed
Lebanon	LBN	fixed	Vietnam	VNM	mobile
Luxembourg	LUX	fixed	Virgin Islands US	VIR	fixed