

## CRITICAL INFORMATION SUMMARY – LARGE - 'L' MOBILE PLAN

### INFORMATION ABOUT THE SERVICE:

The service provided is our 'L' Plan. Customers must order and activate a Better Life Mobile Sim Card online at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au). The Sim is free with your first month's purchase. Once activated you will then be able to make and receive voice calls, SMS, MMS and have access to data services. You must provide your own unlocked mobile phone which must be compatible with the 850MHz (3G) network (4G 700MHz/1800MHz also available on this plan).

USAGE TYPES IN AUSTRALIA*	AMOUNT	INCLUDED/ NOT INCLUDED
Standard national fixed and mobile Australian calls	UNLIMITED	√
Standard national calls to 13/1300/1800	UNLIMITED	√
Cost of a 2 minute Standard National mobile call	0 cents	
Voicemail	UNLIMITED	√
Voicemail retrieval	UNLIMITED	√
Standard national SMS	UNLIMITED	√
Cost of a standard national SMS	0 cents	
Standard national MMS	UNLIMITED	√
Cost of a standard national MMS	0 cents	
Video MMS	60 (up to 40 sec each)	√

EXCLUDED USAGE TYPES	AMOUNT	INCLUDED/ NOT INCLUDED
Directory Assistance numbers ^	Not permitted	x
Call diversions	Not permitted	x
Reverse charge call -receiving	Not permitted	x
Premium SMS	Not permitted	x
International SMS/MMS	Not permitted	x
International Roaming	Not permitted	x
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

DATA INCLUSIONS	AMOUNT
Data Value Included (measured in 1kb increments)	22 GB
Data Roll Over – Unused data will roll over for 1 month only.	
Extra data can be purchased for \$15 - 2GB (view page 2 "Data usage" for more information)	

\*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. 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)

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### INFORMATION ABOUT THIS SERVICE – PAGE 2

**MINIMUM TERM:** Plan is month-to-month only. Requests to leave must be made before the next billing date or you will be charged for the following month. No refund for partially used months.

**MANDATORY GOODS:** You need to supply your own mobile phone to use this service. Make sure your mobile is unlocked.

#### INFORMATION ABOUT PRICING:

**MINIMUM MONTHLY CHARGE:** \$29 per month.

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

**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 direct deposit, Centrelink or set up regular payment with us from a credit/debit card.

#### OTHER INFORMATION:

**DATA USAGE:** We'll provide SMS usage alerts at: 50%, 85% and 100% of included data allowance. At 100% data will cease. Additional data can be purchased in 2GB increments for \$15. These expire at the end of the month in which they were purchased. Data measured in 1kB increments and is shaped when 50mb remains. Unused base plan data will roll over for 1 month where your service is renewed within 24 hours and is used first. If you downgrade your plan, you will lose your rolled over data.

**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 or SMS 'Bal' to 179 for balance information.

**INCLUDED MINUTES:** Must be used in the current month & do not roll over. This includes any international minutes added to your plan.

**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

**ACCEPTABLE USE POLICY:** Better Life Mobile Plans are for personal use only - not for commercial use or for use as a permanent connection. Data included on mobile 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: <https://mobilemaps.net.au/maps/api/embed/4G>

**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.