

## CRITICAL INFORMATION SUMMARY – MEDIUM - 'M' MOBILE PLAN

### INFORMATION ABOUT THE SERVICE:

The service provided is our 'M' 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 call, 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	30 (up to 40 sec each)	✓

EXCLUDED USAGE TYPES	AMOUNT	INCLUDED/ NOT INCLUDED
Directory Assistance numbers ^ <i>Eg: 1223,1234, 124 937etc.</i>	Not permitted	x
Reverse charge call -receiving	Not permitted	x
Premium SMS (tv polls and cash prize competitions etc)	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)	14 GB
Unused data will roll over for 1 month.	
Extra data can be purchased for \$10 - 1GB (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:** This plan is month-to-month. You can leave at any stage. Request to leave must be made before next billing date or you will be charged for the following month. There is 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:** \$25 per month capped.

**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.

#### OTHER INFORMATION:

**DATA USAGE:** We'll provide you with SMS usage alerts at: 50%, 85% and 100% of your Included Data Allowance. At 100% you will be barred from using data services. Additional Data can be purchased in 1GB increments for \$10 (up to 3 per month) however these expire at the end of the month in which they were purchased. Data is measured in 1kB increments and is shaped once you only have 50mb remaining. Unused 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.

**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:** 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: <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.

