

# M30 BYO Plan



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of the important bits about your **M30 BYO** mobile plan. It covers things like inclusions and how much you need to pay each month.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

This plan has a one month minimum term.

### What's Included and Excluded?

**\$600 Standard Included Call Value** - Your unused Monthly Call Allowance expires each month

**500MB** - Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

### Unlimited National SMS and MMS

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers.

Your Standard Monthly Call Allowance can't be used for making calls to international numbers, usage when travelling overseas, calls or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges). Charges for these calls, SMS and MMS can be found at [www.nobleheart.com.au](http://www.nobleheart.com.au)

### Information about pricing.

Minimum monthly charge is **\$30**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than \$30.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

### EARLY TERMINATION

There is no early termination fee (ETF) and this service can be cancelled at any time. If you do decide to cancel the service at any time the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

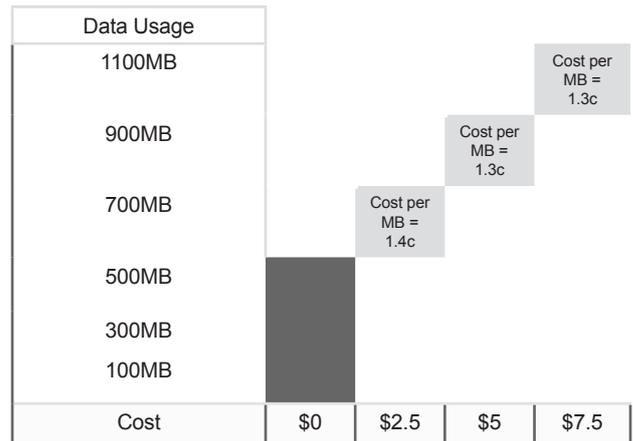
### STANDARD CALL, SMS AND DATA CHARGES

Call	A 2 minute standard call will cost you \$2 (\$1 per minute) Calls charged in 60 second increments.
SMS	Free of charge

All prices Inc GST

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **300** calls.

**Excess data** If you use more than your 500MB monthly data allowance you will be charged in **200MB blocks** as per the chart below



You will be charged \$2.20 per 200MB blocks after you reach 1.1GB. If your mobile data usage was 350MB you will not be charged any excess on top of your minimum monthly charge. If your mobile data usage was 570MB you will be charged \$2.50 on top of your minimum monthly charge. If your mobile data usage was 901MB you will be charged \$7.50 on top of your minimum monthly charge. If your mobile data usage was 1.5GB you will be charged \$11.9 on top of your minimum monthly charge.

### Other information

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 006 416** so we can serve you better. Or you can visit us at [www.nobleheart.com.au](http://www.nobleheart.com.au) for additional information, including to access information about your usage of the service.

### USING YOUR SERVICE OVERSEAS

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage. You can find the rates for international usage at [www.nobleheart.com.au](http://www.nobleheart.com.au)

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.nobleheart.com.au](http://www.nobleheart.com.au). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

**1300 006 416**

[connected@nobleheart.com.au](mailto:connected@nobleheart.com.au)

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