

Does Reward Mobile offer handset insurance?

Yes. Reward Mobile offers valuable and competitive insurance premiums to suit your handset. You can discuss these options with our customer service team when you upgrade on 1300 305 305.

I pay my bill by direct debit.

Can I still do this with Reward Mobile?

Yes, Reward Mobile offer direct debit via bank account or credit card.

I wish to receive my bill online.

Can I do this with Reward mobile?

Absolutely! After you receive this first Reward Mobile invoice you are eligible to register for Reward Online by logging onto –

www.rewardoline.com.au/onlinebilling. This site enables you to receive your bill notifications via email each month and allows you to manage your account online. No need to worry about paper bills again!

What if I have any other queries?

If you have any other queries, please visit Reward Mobile at www.rewardmobile.com.au or contact Customer Service on **1300 305 305** or support@rewardmobile.com.au



RM JMT FAQ 07



Welcome to
Reward Mobile!
FAQs and other useful Info...

rewardmobile
Rewardingly simple. Rewardingly affordable.

I received a bill message notification regarding my current mobile service with Just Mobile Telecom – what is it about?

The bill message notification is to advise you that Just Mobile Telecom and Reward Mobile have merged in order to provide you with more competitive mobile offerings. Reward Mobile is a new generation mobile services company, dedicated to providing customers with simple, affordable and quality communications. We provide tailored mobile services to suit the needs of individuals, businesses and families. Reward Mobile is exclusively powered by the Vodafone Network which operates a GSM digital mobile network that covers 93 per cent of the Australian population.

Will I need a new SIM card when migrating to Reward Mobile?

No you will not require a new SIM card when transferring to Reward Mobile. A new SIM card will only be provided should you choose to connect another service or port another number to Reward Mobile from another provider.

How will this affect me?

You will notice very few changes at all, apart from different branding on your bill each month.

Do I have to contact Reward Mobile to continue my service?

No! Your service will continue uninterrupted.

What are Reward Mobile's contact details if I need support?

Phone **1300 305 305** Fax **02 9922 5370**
Email **support@rewardmobile.com.au**
Mail **PO Box 1138 North Sydney NSW 2060**

What kind of coverage do I get with Reward Mobile?

Just Mobile Telecom and Reward Mobile share the same network partner – Vodafone Australia. The Vodafone network which covers over 93% of the Australian Population.

What happens if my plan is still under contract or I have a monthly handset installment plan?

Should your existing plan still be under contract then Reward Mobile will honour any contractual period

What Reward Mobile plans are available?

Reward Mobile has designed a variety of plans to best suit your needs including Handset, Cap and Business Plans. Please visit www.rewardmobile.com.au for more information.

Am I able to change my plan?

Absolutely! Reward Mobile is happy to help you choose the most suitable plan for you. As your calling habits change, you may want to change your level of plan. Just contact Reward on 1300 305 305 for assistance. You can request a change in plan once a month or when out of contract. Reward Mobile will schedule this plan change to take place at the end of your billing cycle. If you have upgraded your handset we will send this out within 10 days of the upgrade.

What if I need a new mobile handset?

Reward Mobile can provide you with the latest Handsets from all the big name brands such as Nokia, Motorola, Sony-Ericsson, LG and more. If you cannot find the handset you are after, just give Reward a call and we may be able to get it for you.