



## CRITICAL INFORMATION SUMMARY

### CONNECT \$19 POSTPAID PLAN

#### Information about the Service

The service provided is a Reward Mobile postpaid service which uses Vodafone Wholesale services with data speeds up to 4G. Customers can use the service to make and receive domestic and international voice calls, send and receive messages including text (SMS) and multi-media messages (MMS), and to access data services including browsing the Internet.

Minimum Term:	The minimum term is 24 months.
Included Call Value:	Up to \$100.00 for Standard National calls, Standard National Mobile calls, International Direct Dial (IDD) calls, Standard SMS and Standard MMS. The Included Call Value excludes Premium Calls, calls to Special Numbers, Premium SMS, and Video MMS.
Included Data Value:	Up to 200MB of data billed in 100kB increments.
Handset:	You must purchase one of the handset options for this plan. There may be an outright charge associated with this purchase.

#### Information about Pricing

Minimum Monthly Charge:	\$19.00 per month.
Early Termination Charge:	The maximum charge for early termination is \$456.00 plus any excess call charges.
Cost of a 2 Min Call:	\$2.38 before any discounts to Standard National numbers and Standard National Mobile numbers.
Cost of a Standard SMS:	\$0.30 each before any discounts to Standard National Mobile numbers.
Cost of 1MB of Data:	2.5c before any discounts, for use solely within Australia.
Number of Standard Calls:	If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 42 calls.
Non-Standard Call Prices:	The price for non-Standard Calls including international direct dial, Value Added Services, Special Calls, and Roaming can be varied by Reward Mobile at any time in its sole discretion.

#### Other Information

Information about full terms and conditions, including detailed call pricing information for international direct dial, Value Added Services and Special Calls can be found at <http://www.rewardmobile.com.au/plans>. Copies of our Standard Form of Agreement can be downloaded from <http://www.rewardmobile.com.au/downloads>.



You can contact us by calling 1300 305 305, emailing us at [mail@rewardmobile.com.au](mailto:mail@rewardmobile.com.au), by sending a fax to 07 5630 3030, or you can write to us at Reward Mobile Pty Limited, Locked Bag 100, Southport QLD 4215.

Information about Reward Mobile network coverage in Australia can be found at <http://www.rewardmobile.com.au/coverage>.

You can monitor your billed and unbilled usage using our secure online environment at <https://www.selcomm.com.au/Reward/CustomerSelfCare/Management/Login.aspx>. Full instructions on how to access and use the Reward Mobile Selfcare facility are listed at this web address. Visit <http://www.rewardmobile.com.au/spendalerts> for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included call or data allowance.

You can access our complaint handling procedures by calling us 1300 305 305, emailing us at [mail@rewardmobile.com.au](mailto:mail@rewardmobile.com.au), by sending a fax to (07) 5630 3030, or you can write to us at Reward Mobile Pty Limited, Locked Bag 100, Southport QLD 4215. Our complaint handling procedures are located on our website at <http://www.rewardmobile.com.au/complainthandling>.

If you are not satisfied with how your complaint has been addressed by Reward Mobile, 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 Street West, VIC 8007.

**WARNING:** International Roaming is available to credit approved customers on request. International Roaming is very expensive for all types of calls, messaging and data. If you are concerned about the cost of International Roaming, you should not enable this service and enquire about a local service in the country in which you are travelling. Customers who use International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your handset. International Roaming call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

**WARNING:** Premium Services by their nature are expensive. You can stop specific Premium SMS Services by sending a SMS reply with the word "STOP". You can bar access to all Premium Services at any time by contacting Reward Mobile customer care.

This Critical Information Summary has been prepared by Reward Mobile Pty Limited in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.