

CRITICAL INFORMATION SUMMARY (CIS) — MOBILE PLANS

Information about the service, pricing, inclusions, exclusions, and network coverage.

INFORMATION ABOUT THE SERVICE

Service Description: This is a postpaid mobile phone service providing access to the Telstra Wholesale Mobile Network, a mobile phone number, standard voice calls, SMS/MMS, and mobile data allowances.

Minimum Terms & Contract Durations: These plans are available on 1, 12, 24, and 36-month contract terms.

PLAN INCLUSIONS & PRICING STRUCTURE			
PLAN	MIN. MONTHLY FEE	INTERNATIONAL CALLS & TEXT INCLUSION	NETWORK ACCESS & CAPPED SPEEDS
10GB	\$40.00	Not Included	4G / 4GX Download/upload capped at 100Mbps
15GB	\$45.00	Not Included	4G / 4GX Download/upload capped at 100Mbps
29GB	\$55.00	Unlimited Calls & Text to 15 Selected Countries*	4G / 4GX / 5G Download/upload capped at 150Mbps
40GB	\$60.00		4G / 4GX / 5G Download/upload capped at 150Mbps
65GB	\$65.00		4G / 4GX / 5G Download/upload capped at 150Mbps
100GB	\$75.00		4G / 4GX / 5G Download/upload capped at 150Mbps
120GB	\$85.00		4G / 4GX / 5G Download/upload capped at 250Mbps
150GB	\$95.00		4G / 4GX / 5G Download/upload capped at 250Mbps
180GB	\$110.00		4G / 4GX / 5G Download/upload capped at 250Mbps

*Unlimited International Call & Text Value (15 Countries): China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, and Vietnam. (Excludes overseas roaming usage).

INTERNATIONAL ROAMING ADD-ON PACKS

International Roaming Packs are exclusive to BigTel Mobile Plans and are not available with standalone Mobile Data plans. All pricing exclusive of GST (no GST applies on International Roaming).

PACK NAME	DATA INCLUSIONS	CALL INCLUSIONS	SMS INCLUSIONS	VALIDITY PERIOD	SMS KEYWORD	ONCE-OFF COST
5GB IR Pack	5GB	30 Minutes	30 SMS	7 Days	ROAM5	\$35
10GB IR Pack	10GB	60 Minutes	60 SMS	14 Days	ROAM10	\$60
3GB IR BizPack	3GB	300 Minutes	300 SMS	3 Days	ROAM3	\$65

Reliable Coverage

Nationwide coverage covering approx. 98.7% of Australians.

High Speed 5G

Capped speeds up to 250Mbps on eligible 5G plans.

Customer Care

Dedicated customer care support that cares.

WHAT'S INCLUDED & EXCLUDED

✓ Unlimited National Calls & Text Included:

- Unlimited standard national calls to Australian fixed line and mobile numbers.
- Unlimited standard SMS and MMS within Australia.
- Calls to 13/1300 and 1800 numbers.
- Voicemail retrieval.

✗ Exclusions & Additional Charges:

- International calls or messages (unless included in plan tier).
- Overseas roaming usage (outside active roaming packs).
- Directory assistance services & satellite numbers.
- Video MMS.
- Premium numbers (19xx), VPNs, Sensis, & 3rd party content (barred/unavailable).

INFORMATION ABOUT PRICING

- **Pricing & Taxes:** All prices listed in this document include GST (except International Roaming). Promotional discounts or custom pricing are not considered in this CIS.
- **Excess Data Charges:** Where applicable, the first 10GB of excess data usage may be charged at \$10 per 2GB block. Any further excess usage may be charged at the standard casual data rate, calculated per KB used.
- **Zero Bill Shock:** You may request Zero Bill Shock, which blocks calls, SMS, MMS, and data usage that would otherwise incur excess charges on your monthly bill.
- **Early Termination Fees (ETF):** If you cancel your service during the minimum contract term, an Early Termination Fee may apply. This is calculated based on your monthly plan fee and any device repayments for the remaining contract period.

4G/5G NETWORK ACCESS & DATA BANKING

- **4G & 5G Network Access:** All plans include 4G access. Selected plans include 5G network access in supported Telstra Wholesale 5G coverage areas with a compatible 5G device. Capped speeds apply.
- **Data Banking:** Selected BigTel plans include Data Banking, allowing unused monthly data to roll over into future months (up to applicable limits). Banked data can only be used in Australia, is non-transferable, and is forfeited if you cancel, downgrade, or move to a non-eligible plan.

DEVICE COMPATIBILITY & SERVICE SPEEDS

- **Device Compatibility:** Requires an unlocked 4G LTE or 5G enabled mobile phone/device. Devices on 5G plans without 5G support will default to 4G.
- **Service Speeds & Coverage:** BigTel uses a leading Australian wholesale mobile network covering approx. 98.7% of the population. Actual speeds vary depending on coverage, network traffic, device type, location, congestion, and environmental factors. Coverage map: <https://www.telstrawholesale.com.au/mobile-network.html>.

ACCEPTABLE USE & FAIR USE POLICY

Intended for standard use only. Must not be used to generate mobile terminating access/SMS payments (including SIM boxing), transmit/refile domestic or international traffic, operate call collection/redirect services, call sinks, or mass automated systems. Prohibited, fraudulent, excessive, or abnormal use may result in suspension or cancellation under BigTel's Fair Use and Acceptable Use Policy.

BILLING & CUSTOMER SUPPORT

Billing Information:

Monthly billing cycle runs from 28th to 27th. Billed in advance for monthly plan fees and in arrears for excess usage or add-ons. First bill includes part-month pro-rata charges plus the next month in advance. Electronic invoicing standard.

Customer Support & Complaints:

BigTel Care: 1300 870 740 | admin@bigtel.com.au | www.bigtel.com.au
TIO Escalations: Telecommunications Industry Ombudsman: 1800 062 058 | www.tio.com.au