Mobile Voice & Data | Critical Information Summary

Information about the service

A postpaid mobile voice and data service using parts of the Telstra Mobile Network. 4G connectivity is supported, with 5G access on eligible plans where available and subject to compatible devices and network coverage.

Service availability

Check predicted coverage at telstrawholesale.com.au/products/mobiles/coverage.html. Coverage, speeds and availability vary by location, device and network conditions.

Monthly plans — all prices include GST

Plan	15GB	45GB	65GB	100GB	120GB	150GB	180GB
Monthly charge	$50	$55	$60	$70	$80	$90	$95

Included calls and messaging

Unlimited standard national calls, SMS and MMS, call forwarding, voicemail divert and retrieval, subject to the applicable fair-use terms. Standard Australian number categories and exclusions are subject to the final Bigtel service terms.

International calls and SMS

Selected international destinations are included on the 45GB, 65GB, 100GB, 120GB, 150GB and 180GB plans: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand (fixed line only), United Kingdom, USA and Vietnam. The 15GB plan does not include these destinations; additional rates apply. Confirm international call and SMS rates before publication.

Data top-ups

An optional automatic 2GB top-up can apply when included data is exhausted, up to five times per month. Alternatively, a manual 1GB top-up is $10. The original supplier document does not state the price of automatic 2GB top-ups: confirm this charge before publication.

Data banking

Unused data rolls over at the end of the billing cycle, up to a maximum bank of 1,000GB. A downgrade forfeits banked data. Suspended services retain but do not accumulate banked data. Disconnection or port-out forfeits the bank.

SIM delivery and devices

SIM postage: $12.95 including GST (subject to Bigtel confirmation). Devices are not included. Compatible devices may support Wi-Fi calling.

Minimum term and first invoice

Rolling month-to-month service with no long-term commitment. The first invoice may include pro-rata charges from activation to the end of the billing period and a full subsequent month. Confirm Bigtel billing-cycle wording before publication.

Plan changes and cancellation

The supplied service terms provide for at least 30 days' notice of plan changes, and cancellation by disconnection or port-out. Charges already invoiced are not refunded under the supplied terms. Bigtel must confirm its applicable customer terms before publishing.

International roaming

International roaming is off by default and must be enabled on request before travel. Where available, eligible users may activate a travel pack by SMS to 179. Availability and eligible destinations are subject to carrier agreements.

Travel packs — prices include GST

Code	Data	Calls	SMS	Validity	Price
ROAM5	5GB	30 min	30	7 days	**$35.00**
ROAM10	10GB	60 min	60	14 days	**$60.00**
ROAM3	3GB	300 min	300	3 days	**$65.00**

Eligible roaming destinations

The supplier lists 68 destinations, including New Zealand, India, USA, UK, Singapore, China, Japan, Malaysia, France and Germany. The complete eligible-country list and pack availability should be confirmed with Bigtel before publication.

Other service information

Data is subject to fair-use conditions. The service includes anti-scam filtering and scam reporting as described by the underlying provider. Priority Assistance is not supported. Emergency calls to 000 depend on available mobile coverage and cannot be guaranteed.

Customer support and complaints

Bigtel Pty Ltd | bigtel.com.au
Support phone: 1300 870 740
Support email: admin@bigtel.com.au
Complaints: Contact Bigtel first. Independent assistance: Telecommunications Industry Ombudsman, 1800 062 058 or tio.com.au.

Terms, policies and important documents

For all terms and conditions, policies, fair-use requirements, other call charges and additional service information, please visit www.bigtel.com.au.