



Critical Information Summary

Information about the Service

Flip's Mobile SIM Plans are only available for residential customers over the Optus 4G coverage Network in Australia. Flip Services are Subject to Fair Use Policy as stated the Flip Standard Terms and Conditions.

Inclusions and Exclusions

Includes 100 minutes in total for local, national, calls to mobiles in Australia, 13/1800, Voicemail and call forwarding. Also includes 500MB of Data. Excludes all other calls. Conference calling and International calls/Roaming are also not available on these plans

Availability Available on the Optus 4G Mobile coverage network. All plans are available only on direct debit through a nominated Credit Card and are subject to the Flip credit assessment.

Equipment A 4G compatible mobile handset and not locked to other mobile networks. 3G handsets or below are not compatible.

Minimum term Flip's Mobile SIM plans have no minimum commitment. These are month to month.

Information about Pricing

Mobile SIM Plan		0.5GB
Plan Cost per month		\$4.00
*Data Included		500MB
Calls Included (Local, National and Calls Mobiles, 13/1800, Voicemail Retrieval, Call Forwarding, Directory Assistance		100 Minutes per month
SMS/MMS Included		100 per month
Rates after Inclusions		
**Local, National and Calls Mobiles, 13/1800, Voicemail Retrieval, Call Forwarding, Directory Assistance		\$0.25 per minute
SMS/MMS		\$0.25 per 160 character message
Excess call and SMS charges CAPPED at \$40.00 per month		
124 YES Calls		\$3.50 per minute
International MMS		0.75 per message
International SMS		\$0.55 per 160 character message
Excess Data usage		\$0
Internet Access is suspended		After reaching 500MBs data downloads until the end of the calendar month

*Data usage in the first month is pro rata from the activation date until the end of the calendar month. Optional data packs can be purchased

****A flagfall fee of 25 cents applies to all calls excluding included calls, and all calls are billed in 30-second increments**



*Optional Data Pack Add Ons			
INCLUDED Data PACKS	1GB	2GB	5GB
Cost	\$7.00	\$10.00	\$20.00

*Charged Upfront on the Nominated Credit Card. Data expires at the end of the calendar month and cannot roll over to the new Calendar month.

International Call Rates can be viewed at: <https://www.flipconnect.com.au/storage/pdf/mobile/International-Call-Rates-Mobile.pdf> Flagfall fee of 25 cents applies for all timed calls except included calls billed in 30 second increments

Flip will also charge usage for additional services such as 1900, 123 Sensis and International roaming calls. These rates are consistently changing; therefore, Flip is unable to determine the exact rates of these services. You may incur high usage charges on your Flip account when using 1900, 123 Sensis, International Roaming from your Flip Sim Card.

Current Mobile Internet connection charges are included depending on the Data limit in the plan. Mobile internet connection is then suspended until the end of the calendar month once your data limit has been reached. It is the responsibility of the customer to manage additional services and charges from their mobile phone as it may incur high International roaming, 123 Sensis, 1900 additional charges.

Other Costs	Cost	Description
Sim Card Charges (Not Activated)	\$10.00	If the Sim has not been activated within 30 days from ordering.
Late Payment Fee	\$10.00	If payment is not received by the due date
Paper Bill Processing Fee	\$3.96	Charged monthly on the Nominated Credit Card (If requested)

Other Information

Activation Date

Flip will rely on the Optus in relation to service activation date and billing charges. It remains the customers' responsibility to connect the service in unlocked compatible mobile handset.

Termination Notice

You may request to cancel the Mobile service at any time with a one month notice.

Billing and Payment information

Billing is monthly with the Mobile service start date being the beginning of your billing cycle. The first bill charges pro rata to the end of the month of activation plus the following month; thereafter, an advanced monthly charge applies to all subsequent invoices. Additional call charges are only for the month of billing e.g. Additional calls that you have made in May are billed in June. Charges will be debited on the invoice due date from the nominated credit or debit card. Flip will bill you for calls not included in the plan like International/Roaming and Third party calls.

Call and Data Usage Information:

To obtain data and/or call usage or prior invoices contact Flip on 1300 354 788 during business hours or email enquiries@flipconnect.com.au

Flip Contact Details

1300 354 788; +61 2 8666 8258 (Outside Australia)
Email Enquires: enquiries@flipconnect.com.au
Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035.

Complaint handling

In order to access our internal dispute resolution process. Please contact us at: enquiries@flipconnect.com.au Alternatively you can view our complaint handling process at: <https://www.flipconnect.com.au/home/pdf-doc/Complaint-Handling-Process.pdf>

TIO Contact Details

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

Links Term and Conditions:

<https://www.flipconnect.com.au/mobile/terms-conditions>