



## Critical Information Summary

### Information about the Service

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

#### Inclusions and Exclusions

Includes, all local, national and calls to mobiles in Australia and data limits 3GB, 20GB or 50GB. Excludes all other calls.

#### Availability

Available on the Optus Mobile coverage network. Conference calling and International calls/Roaming are not available on these plans. All plans are available only on direct debit through a nominated Credit Card and are subject to the Flip credit

assessment. New signups are permitted to order a maximum of 3 SIMs.

#### Equipment

We will need a compatible 4G mobile handset and not locked to other mobile networks.

#### Minimum term

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

### Information about Pricing

Mobile Sim Plans	3GB	20GB	50GB
*Data Included	3GB	20GB	50GB
Included Local, National and Calls Mobiles	Included	Included	Included
13/1800	Included	Included	Included
SMS	Included	Included	Included
MMS	Included	Included	Included
Voicemail	Included	Included	Included
Call Forwarding	Included	Included	Included
Excess Date usage	0	0	0
International SMS	0.5	0.5	0.5
International MMS	0.75	0.75	0.75
Internet Access is suspended	After reaching 3GB data downloads until the end of the calendar month	After reaching 20GB data downloads until the end of the calendar month	After reaching 50GB data downloads until the end of the calendar month
<b>Cost per month first 6 months when Bundled with NBN</b>	\$9.90	\$9.90	\$39.90
<b>Cost per month when Bundled with NBN from month 7</b>	\$9.90	\$14.90	\$39.90
<b>Cost per month Standalone first 6 months</b>	\$9.90	\$9.90	\$49.90
<b>Cost per month Standalone from month 7</b>	\$9.90	\$19.90	\$49.90

Mobile promotional price applies to mobile numbers connecting for the first time and is only available once per mobile number. Promotional price Bundle discounts can only be applied to a maximum of 2 mobile plans per nbn™ service and cannot be used in conjunction with any other offer.

\*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.



<b>*Optional Data Pack Add ONs</b>			
<b>INCLUDED Data PACKS</b>	<b>1GB</b>	<b>2GB</b>	<b>5GB</b>
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>

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

<b>Other Costs</b>	<b>Cost</b>	<b>Description</b>
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	\$2.98	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. All plans are available only on direct debit through a nominated Credit Card and will be debited on the invoice due date. 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 customer service on 1300 354 788 during business hours or email [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au)

#### **Flip Contact Details**

1300 354 788; +61 2 8666 8258 (Outside Australia)  
Email Enquires: [enquiries@flipconnect.com.au](mailto: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@fliptv.com.au](mailto:enquiries@fliptv.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>