

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time.

Connect Mobile Plans



This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

Plan	S	M	L	XL
Monthly Charge Casual month to month	\$25/mth	\$35/mth	\$49/mth	\$69/mth
Monthly Data Allowance	10GB	29GB	100GB	180GB
Plan Max Speed (Up/Down)	100/100 Mbps	150/150 Mbps	150/150 Mbps	250/250 Mbps
Network access	4G	4G, 5G	4G, 5G	4G, 5G
What's Included	Unlimited talk and Text to Standard Australian numbers.			
Data Banking Data is not shared between services or pooled.	Each service has its own data allowance with data banking on their selected plans—allowing unused data to be saved.			
	(up to 500GB)	(up to 1000GB)		
International Calls	Not Included	Unlimited Calls and Text to 15 Countries		

All pricing is inclusive of GST. All for use in Australia.

INFORMATION ABOUT THE SERVICE

Service Availability

The service will also only work in areas with sufficient 4G mobile data coverage. Mobile plans M - XL are also able to utilise 5G mobile networks. To access 5G, you will need a 5G enabled plan, a 5G compatible device, and to be in the Telstra Wholesale 5G coverage area. See "Coverage" for further info.

Minimum Term

1 Month

WHAT'S INCLUDED AND EXCLUDED

Unlimited national call and text value - with your monthly plan allowance, you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

4G & 5G Network Access - 4G Network access available only on S Plan, all other plans are accessible over 4G including access to the 5G network.

Unlimited international call and text value - Mobile plans M - XL include unlimited calls and texts to international landlines and mobiles in 15 countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value **cannot be used** while roaming overseas.

Data Bank - retain up to 500GB (S 10GB Plan) or 1000GB (all other plans) of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused data at the end of the month which would exceed the maximum allowed balance of 500GB/1000GB is forfeited.

Downgrading to a smaller plan, changing to a plan which does not support Data Banking, cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

Bring Your Own Device (BYO)

Our plans are SIM-only. You'll need an unlocked, compatible 4G or 5G device to use your service. Your device must support the 4G/5G frequencies used by the Telstra Wholesale Mobile Network. If your device is locked to another provider, you'll need to unlock it before inserting your National PC Connect SIM.

COVERAGE

Our mobile plans uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at:

<https://nationalpcconnect.com.au/coverage>

INFORMATION ABOUT PRICING

All pricing in this document includes GST.

Excess Usage Charges - All plans include Zero Bill Shock protection. Once your data allowance is used, data access will be paused until your next billing cycle. Calls and SMS are unaffected and will continue as normal. No automatic top-ups apply. You can resume data access by manually upgrading your plan or waiting for the next billing cycle.

Minimum monthly charge

Please refer to table on above section on pricing information.

Unit Pricing - Cost of Data

Included Data	4G/5G	Cost/mth	Cost/GB
10GB	4G	\$25	\$2.50
29GB	4G/5G	\$35	\$1.20
100GB	4G/5G	\$49	\$0.49
180GB	4G/5G	\$69	\$0.38

How are payments made?

Automatic payments via Bank Account are required for these plans.

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Connect Mobile Plans



How will I receive my bill?

Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

Pausing or Cancelling Your Plan

You can cancel your plan at any time by contacting us. Cancellations take effect at the end of your current billing cycle, and you won't receive a pro-rata refund for unused days in your current month. Services cannot be paused or placed on hold. Billing continues until the service is fully cancelled. If you'd like to stop being billed, you'll need to cancel the service before the start of your next billing cycle. When your service is cancelled, your mobile number and any associated data (including banked data) will be permanently disconnected. To keep your number, you must transfer (port) it to another provider before cancelling your service with us.

Changing Your Plan

You can upgrade or downgrade your plan at any time. Plan changes take effect from your next billing cycle. If you move to a higher plan, your new data allowance and inclusions will apply immediately once the change is processed. If you move to a lower plan, your change will take effect at the start of your next billing cycle. Any unused banked data will remain unless you move to a plan that doesn't include data banking. To make a change please contact the National PC Connect Team on 1300 364 930.

OTHER INFORMATION

Using Your Service Overseas

Your monthly included call and data values do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Day Packs are available to be used overseas in some destinations. Roaming is not available in all the countries. International roaming can be expensive. Please check rates before you travel. Please refer to nationalpcconnect.com.au/roaming for further information.

Service Speeds

Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your invoice.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at nationalpcconnect.com.au/customer-terms.

Promotional Discounts

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.



30-Day Switching Confidence Guarantee

Terms and Conditions apply. Available to new National PC Connect services only. 30-Day Switching Confidence Guarantee: cancel within 30 days of activation with no penalties; refund covers first month plan fees. Full terms: nationalpcconnect.com.au/customer-terms.

Service Activation Date

The Service Activation Date is the date that the service is ready for use.

Cancellation

If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle.

When will I Pay?

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. You will be automatically charged via your Bank Account AutoPay, on the due date of your bill.



MORE INFORMATION

This is a **summary only**. Full terms are available at <https://nationalpcconnect.com.au/customer-terms>

CONTACT DETAILS

We are dedicated to excellence in servicing our clients and have lots of ways for you to keep in touch:

- Online at nationalpcconnect.com.au/contact
- Email us at connect@nationalpc.com.au
- Call us on 1300 364 930 (Check our website for opening hours).

COMPLAINT HANDLING

If, for some reason, you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please visit: nationalpc.com.au/legal/compliments-complaints.

If you are still not satisfied with the steps taken by National PC to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with National PC, and is an option of last resort. Contact the TIO by visiting tio.com.au or by calling 1800 062 058.

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