CRITICAL INFORMATION SUMMARY
Telstra Wholesale Mobile Voice and Data Pooling Plans

Description

MY NET's Telstra Wholesale Mobile voice and data pooling service is for use with existing devices powered by the Telstra Wholesale Mobile Network.

Pricing information

SKU	MYN-LTE-TWP-VD-S	MYN-LTE-TWP-VD-M	MYN-LTE-TWP-VD-L	MYN-LTE-TWP-VD-XL
Minimum plan cost per month + PAYG charges	$31.82 ($35 inc GST)	$45.45 ($50 inc GST)	$59.09 ($65 inc GST)	$77.27 ($85 inc GST)
Data Allowance (GB)	10	30	45	65
Call Allowance	Unlimited	Unlimited	Unlimited	Unlimited
SMS Allowance	Unlimited	Unlimited	Unlimited	Unlimited
International Calls & Text	N/A	Unlimited to 15 Countries	Unlimited to 15 Countries	Unlimited to 15 Countries
Network Access	4G/4GX	4G/4GX	4G/4GX/5G	4G/4GX/5G
Maximum plan cost per month + PAYG charges	$31.82 ($35 inc GST)	$45.45 ($50 inc GST)	$59.09 ($65 inc GST)	$77.27 ($85 inc GST)
Early Termination Charge	Number of months left in contract x monthly charge			
Minimum Term (Months)	1	1	1	1
Capped data speed*	100 Mbps	100 Mbps	150 Mbps	250 Mbps

*Download and upload speeds for each plan are capped at 100Mbps, 150Mbps, or 250Mbps as indicated in the table above. This is the maximum potential download/upload speed. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

What is the service?

My Net's mobile phone service is a "SIM-only" service for use with existing devices. My Net uses the Telstra Wholesale Mobile Network. Learn more at www.telstrawholesale.com.au/mobile-network

Where is it available?

The service will also only work in areas with sufficient 4G mobile data coverage. Some plans are also able to utilise 5G mobile networks, as indicated in the table above (capped speeds apply). 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 "What is the coverage" for further info. http://www.telstrawholesale.com.au/mobile-network

What is the coverage?

The mobile product of My Net provides a mobile coverage footprint of 98.8% of the Australian population, covering more than 1.7 million square kilometres. for further info. http://www.telstrawholesale.com.au/mobile-network

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G/5G network. You can either request a new phone number with this service, or port across an active number from another carrier

Minimum term of the service

This service is over 1, 12, 24 or 36 Month Contracts.

What is included?

Features of this service include 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.

4G & 5G Network Access - all plans are accessible over 4G, with some plans as listed in the table above also including access to the 5G network (capped speeds apply).

Data Share lets you combine the included data from up to 300 eligible My Net Mobile and Mobile Broadband services on Data Share plans. All eligible services will use data from the same shared data pool.

Included data cannot be used while roaming overseas. Any unused data remaining at the end of each monthly billing period will expire.

Unlimited international call and text value - some plans as listed in the table below 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.

What is excluded?

You can use the included unlimited value for standard eligible calls and messages only. It does not cover calls, SMS or MMS to international numbers, directory services, satellite services, video MMS, or usage while roaming overseas. Any of these services may attract additional charges on your monthly bill.

Calls and SMS/MMS to premium numbers, such as 19x, 189x or VPN numbers, Sensis services, and other content-related charges, including third-party charges, are not permitted.

International Roaming - Your monthly included calls and data do not cover usage while you are overseas, so international roaming usage will be charged separately.

Roaming Day Packs may be available for use in selected destinations. Roaming is not available in every country.

Do I have to bundle anything with the service?

No, you do not have to bundle anything with this service.

Qualifications

To obtain a service from us you must agree to our business terms and conditions available at My-Net-Terms-and-Conditions.pdf

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

- You fail to pay your bill.
- You are abusive to our staff
- You breach our terms and conditions

Information about pricing

Excess usage

Excess usage charges may apply if you make calls or send SMS/MMS to numbers that are not included in your plan. Additional charges may also apply when using your service while roaming overseas.

If you use more than your monthly included data and have no remaining banked data available, excess data charges will apply.
The first 10GB of excess data usage is charged at $10 for each 2GB block, which equals $0.004883 per MB. After the first 10GB, any additional usage is charged at $0.020625 per MB and calculated per KB used.

You can opt in to Zero Bill Shock to block calls, SMS, MMS and data usage that would otherwise add excess usage charges to your bill.

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. Please refer to our international roaming guide for further information.

Set-up fee

There is no set-up fee for this service

Equipment fees

You will need an My Net SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

Other possible costs

- Replacement SIMs will cost $15 including express postage.

Exit Fee

If in contract, exit fee will be number of months left x monthly charge

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days written notice.

Other Information

Usage

The service must not be used in a way that creates mobile terminating access or SMS terminating access payments, including through practices such as SIM boxing. It must also not be used to transmit, refile, aggregate, redirect or mass-terminate domestic or international traffic across the network.

You must not use the service as a call collection service, to redirect calls to call centres, call sinks or mass termination services, or with software, hardware or devices that automatically generate, switch or reroute calls to or from Telstra's network or any third-party network without Telstra's consent.

If the service is used in any of these prohibited ways, it may be suspended.

Billing

Your monthly charges and plan inclusions are calculated on a calendar-month basis and billed in advance on the 1st of each month.

If you change your plan during a billing month, the change will not receive a pro-rata discount, and the full monthly charge will still apply for that month.

Your minimum monthly charge and any selected features are billed in advance. Your first bill will include any partial charges from the date your plan starts through to the end of that calendar month, plus the minimum monthly charge in advance for the following month.

Bills will be sent by email to your nominated billing contact as part of our commitment to reducing environmental impact.

Customer Service

View our contact details online at Contact Us - My Net

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.mynet.au/complaints

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://tio.com.au/making-a-complaint