CRITICAL INFORMATION SUMMARY
Telstra Wholesale Data Plans

Description

MY NET's Telstra Wholesale Data service is for use with existing devices powered by the Telstra Wholesale Mobile Network.

Pricing information

SKU	MYN-LTE-TW-D-XS	MYN-LTE-TW-D-S	MYN-LTE-TW-D-M	MYN-LTE-TW-D-L	MYN-LTE-TW-D-XL	MYN-LTE-TW-D-ULTRA
Minimum plan cost per month + PAYG charges	$27.27 ($30 inc GST)	$36.36 ($40 inc GST)	$45.45 ($50 inc GST)	$54.55 ($60 inc GST)	$72.73 ($80 inc GST)	$77.27 ($85 inc GST)
Data Allowance (GB)	29	40	65	100	150	180
Call Allowance	N/A	N/A	N/A	N/A	N/A	N/A
SMS Allowance	N/A	N/A	N/A	N/A	N/A	N/A
Network Access	4G/4GX/5G	4G/4GX/5G	4G/4GX/5G	4G/4GX/5G	4G/4GX/5G	4G/4GX/5G
Maximum plan cost per month + PAYG charges	$27.27 ($30 inc GST)	$36.36 ($40 inc GST)	$45.45 ($50 inc GST)	$54.55 ($60 inc GST)	$72.73 ($80 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	1	1
Capped data speed*	150 Mbps	150 Mbps	150 Mbps	150 Mbps	250 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 device 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?

Data Banking - You can keep unused data from one month and carry it over to the next, giving you extra data on top of your standard monthly allowance.

The maximum data bank balance is 1000GB on 29GB plans and higher.

Banked data cannot be used while roaming overseas. Any unused data that would take your balance above the applicable 500GB or 1000GB limit will expire at the end of the month.

You will lose any banked data if you downgrade to a smaller plan, change to a plan that does not include Data Banking, cancel your service, or transfer your service to another provider. Banked data cannot be gifted or transferred to another service.

What is excluded?

This service cannot be used to make calls or send SMS/MMS to domestic or international numbers, directory services, satellite numbers, video MMS, Machine to Machine services, eSIM functionality, or while roaming overseas.

Static IP addresses are not available with these services.

International Roaming is not supported on these plans.

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.

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