

Business Mobile

Service Description	This Service is a mobile phone SIM only service for use with existing mobile phone handsets and allows you to make and receive calls, send and receive SMS/MMS and access mobile data in Australia.				
Plan name	Unlimited 15	Unlimited 35	Unlimited 45	Unlimited 55	Unlimited 65
Minimum monthly charge	\$15	\$35	\$45	\$55	\$65
Calls to Australian landlines, mobile, 13, 1300, 1800	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS, MMS to Australian mobile & voicemail retrievals	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Data Allowance	200MB	4GB	30GB	40GB	75GB
Calls to eligible international locations (per month)	-	100 min to call 26 countries	300 min to call 26 countries	300 min to call 26 countries	Unlimited calls to 15 countries
Minimum Contract Term	1 month	12 months	12 months	12 months	12 months
Total Minimum Cost	\$15	\$420	\$540	\$660	\$780
Set-up fee	\$0				
Eligible International Locations	<p>26 Countries included as part of Unlimited 35, Unlimited 45 and Unlimited 55 call plans: Countries with calls to <u>landline and mobile</u> included: China, Cyprus, Denmark, France, Germany, Hungary, Ireland, Israel, Italy, Malaysia, Malta, Netherlands, New Zealand, Poland, Portugal, Romania, Spain, Sweden, United Kingdom. Countries with calls to <u>landline</u> included: Andorra, Bulgaria, Canada, Guam, Luxembourg, Mexico, USA</p> <p>15 Countries included as part of Unlimited 65 call plans: Countries with calls to <u>landline and mobile</u> included: China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, United Kingdom, Vietnam.</p> <p>Calls beyond the included durations are available at pay-as-you-go rates. For rates and the full list of all International locations see the International section in Information about Pricing.</p>				
Early Termination Charges	If you cancel your service or transfer your number to a new provider before the end of a billing period, GigaComm will not credit you for any unused days remaining in your current billing period. If you cancel your service within the contract period, you will be charged a termination fee the lesser of either the sum of your remaining contract period or \$110.				

Information about this service

Where is it available?

GigaComm uses parts of the Telstra Mobile Network that covers 97% of the population with 4G and more than 98.8% of the population with combined 3G and 4G, covering 1.62 million square kilometres in Australia.

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G network.

You can either request a new phone number with this service, or port across an active number from another carrier.

Do I have to bundle anything with the service?

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

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "fair use" policy available on our website.

GigaComm does not provide access to Premium call services such as 1900 numbers.

In Australia, data usage will not work on your phone once you hit your limit. Top-ups are available on request by calling our customer care team on 1300 004 442. For international data usage see "international roaming".

Information about Pricing

Monthly Charges

Refer to the above table.

Equipment Fees

You will need a GigaComm SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge.

Replacement SIMs will cost \$15 including express postage.

Other costs

Auto Data Bolt-on and Manual Data bolt-on of 1 GB are available for \$10 for each bolt-on. 5GB recurring bolt-on is available for \$35.

International calls are available at pay-as-you-go rates.

International Roaming is available upon request.

You may choose to bring your phone number over from another provider at no cost.

Billing Information

Billing Charges

Bills are sent each month to your registered email address, free of charge.

Billing Date

Your bill is generated on the 25th of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Usage is measured from the 28th of each month to the 27th of the following month.

Service will be activated once you receive the SIM card and contact us for activation.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated to the end of that billing cycle;
- The minimum monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurring items used during that billing period

Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

Other Information

GigaComm Customer Contacts

New Sales Details

Contact our sales team on info@gigacomm.net.au

Support Details

Contact our support team on support@gigacomm.net.au

Billing Details

Contact our billing team on accounts@gigacomm.net.au

Customer Complaints and TIO information

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint. You can contact GigaComm's complaint resolution team at complaints@gigacomm.net.au

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**.

For full contact information visit www.tio.com.au/about-us/contact-us