



CRITICAL INFORMATION SUMMARY

CLASSIC PLANS

Plan	Classic Unlimited + 5GB	Classic Unlimited + 10GB
Monthly Airtime Plan Charge	\$25.00	\$35.00
Standard National Calls & SMS within Australia	Unlimited	
Monthly Included Data (billed in 10KB increments)	5GB	10GB
Additional Data	\$10.00 for 1GB (\$0.01/MB)	
Minimum Contract Term	1 month	
Minimum Total Cost	\$25.00	\$35.00
Maximum Charges For Early Termination	\$25.00 plus any excess usage charges	\$35.00 plus any excess usage charges

All for use in Australia. Prices include GST.

Information About The Service

Description of the Service

Think Mobile Classic Plans are a postpaid service using part of Telstra's 4G mobile network.

You can use this service to make and receive domestic and international voice calls, send and receive messages including text (SMS) and multimedia messages (MMS), and to access data services including browsing the internet within the coverage area (see

<https://www.thinkmobile.com.au/blog/kb/think-mobile-classic-4g-coverage/>

Exclusions

Premium Services including calls to Premium numbers and Premium SMS are not supported.

International Roaming is not supported.

Eligibility

Payments on this service are via a scheduled monthly credit card payment. You must have a valid credit card in order to apply for this service.

Handset

You can use your own handset on this plan provided the handset is unlocked and compatible with the network.

Additional Data usage

If you use more than your Monthly Included Data allowance you will be charged automatically in increments of \$10 that provides you with 1GB extra data, which equates \$0.01/MB. Any Additional Data does not rollover.

Plan Changes

Plan upgrades and downgrades are allowed at no cost. Plan changes will become effective on the first day of the next bill cycle.



Information About Pricing

International Calls and SMS

This plan does not include any international calls or SMS. All international calls and SMS will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – for a full list of current rates see:

<https://www.thinkmobile.com.au/blog/kb/classic-international-calls/>

Other Information

Customer Service

You can contact us by calling 1300 2 THINK (1300 2 84465) Monday to Friday, 8.00am-7.00pm AEST, or by emailing mail@thinkmobile.com.au.

Monitor and Manage Your Usage

You can obtain call and data usage information using our secure online self-care environment at <https://www.thinkmobile.com.au/selfcare>

Visit

<https://www.thinkmobile.com.au/blog/kb/spendalerts/> for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included data allowance.

Customer Complaints

You can access our complaint handling procedures by calling us on 1300 2 THINK (1300 2 84465) or emailing us at mail@thinkmobile.com.au. Our complaint handling procedures are located on our website at <https://www.thinkmobile.com.au/complaint-handling-policy/>

If, after speaking with us, you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or go to www.tio.com.au.