

## CRITICAL INFORMATION SUMMARY

### Club Value Plans

#### Information about the Service

This is Post-Paid mobile phone service utilising the Optus Network. This service allows you to make and receive voice calls, send and receive messages (SMS & MMS) and access mobile data services via a mobile telecommunications service.

#### Bundling

This service does not require you to bundle any other Club Telco services.

#### Equipment Required

You will need Mobile Handset for this service (GSM enabled; plus GRPS enabled should you wish to access data services) . You may purchase a handset from Club Telco .

#### Minimum Term

1 month

#### Annual Membership

Club Telco customers are required to pay an annual membership fee of \$80. This fee entitles you to membership benefits including our Best Plan Guarantee. This membership fee is included in your minimum monthly charge for your First month's service. The annual membership fee is only payable once per customer per year, regardless of the number of services the customer has with Club Telco.

#### Plan Details

	\$30 Club \$500 Value Plan	\$45 Club \$600 & SMS Value Plan	\$60 Club Mega Value Plan
Monthly Fee	\$30.00	\$45.00	\$60.00
Total Min Cost (in the first month)	\$110.00	\$125.00	\$140.00
Included Value	\$500.00	\$600.00	Unlimited
Club Telco to Club Telco calls and Video	Unlimited	Unlimited	Unlimited
National SMS and MMS	Part of included value	Unlimited	Unlimited
Mobile Data	0.5GB	1GB	2GB
Data add-ons	N/A	N/A	N/A
Excess Data Charges	\$0.03 per MB	\$0.03 per MB	\$0.03 per MB

#### Usage Types included in the Included Value

	\$30 Club \$500 Value Plan	\$45 Club \$600 & SMS Value Plan	\$60 Club Mega Value Plan
Standard national calls	Yes	Yes	Yes
Standard AU mobile calls	Yes	Yes	Yes
SMS and MMS	Yes	Unlimited	Unlimited
Voicemail retrievals	Yes	Yes	Yes
Calls to 13/1300/1800	Yes	Yes	Yes
Data	Yes	Yes	No
Calls and Text to Premium Numbers	No	No	No

Initial monthly charge includes the Club Telco annual membership fee (\$80).

## Information about Pricing

	\$30 Club \$500 Value Plan	\$45 Club \$600 & SMS Value Plan	\$60 Club Mega Value Plan
Minimum Monthly Charge	\$30.00	\$45.00	\$60.00
Total Min Cost (in the first month)	\$110.00	\$125.00	\$140.00
Maximum Monthly Charge	Variable depending on usage of service		
Early Termination Fee	N/A	N/A	N/A
Hardware Early Termination Fee	N/A	N/A	N/A
Cost of 2min call to mobile (national)	\$2.33	\$2.33	-
Cost of national SMS	\$0.29	-	-
Cost of 1MB of data in Australia	Once included data is used, \$0.03 per MB		

If you restricted your use solely to standard national mobile calls each of 2 minute in duration, you could make 214 calls per month on the \$30 Club \$500 Value Plan plan, 257 calls per month on the \$45 Club \$600 & SMS Value Plan plan and an unlimited number of calls on the \$60 Club Mega Value Plan plan.

## Other Information

### Monitoring your usage

View up to date information about your data usage by logging in to MyAccount at [www.clubtelco.com](http://www.clubtelco.com) or by calling Customer Service on 13 TELCO (18 83 52).

Additionally, SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached.

### Using from your service overseas (roaming)

Roaming is not activated by default, please contact our Customer Service team if you wish to activate

this service. **WARNING** : Charges are significantly higher when roaming than when in Australia and are not included in the Included Value of the plan. Please visit [https://www.clubtelco.com/global\\_roaming.html](https://www.clubtelco.com/global_roaming.html) for roaming charges.

### Billing

Your first bill may include pro rata charges for part of a month if you started or changed your plan part-way through a billing period.

### Customer Service Contact Details

Phone: 13 TELCO (13 83 52)

Website: [www.clubtelco.com/contact.html](http://www.clubtelco.com/contact.html)

Email: [contactus@clubtelco.com](mailto:contactus@clubtelco.com)

### Complaints and Disputes

If you have a complaint or a dispute please visit [www.clubtelco.com/contact.html](http://www.clubtelco.com/contact.html) where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes handling processes. You may also lodge by calling 13 TELCO (13 83 52) or by sending an email to [contactus@clubtelco.com](mailto:contactus@clubtelco.com).

### Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Club Telco, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).