



## ClubTelco Mobile Terms and Conditions

**Your service provider is ClubTelco Pty Ltd ("ClubTelco") ABN 52 144 488 620. This document contains terms in addition to the Standard Customer Terms which form part of the contract between you and ClubTelco.**

### General

These terms and conditions, as varied from time to time, will apply to your use of **ClubTelco's** services.

Please read this information carefully.

### Privacy and your Personal Information

Your plan and account details can only be accessed or changed by you, or someone you have nominated as your authorised representative.

**ClubTelco** only collects personal information from you in accordance with the terms of **ClubTelco's** Privacy Policy. The kind of personal information **ClubTelco** holds about you will depend on the services you request from **ClubTelco** and the use that you make of those services.

**ClubTelco** respects your privacy. As a result, **ClubTelco** does not trade, rent or sell your personal information to provide you with a communications service. In the course of providing this service to you we may also use your personal information for the following related services: provisioning or connecting your service, network routing, providing you with customer service, credit checking, billing, investigating complaints & fixing faults in relation to your service and any payment follow ups that you may owe us.

We may also use your personal information to tell you about our other products and services or bundled offerings, provided by **ClubTelco** in conjunction with either our related bodies corporate or our business partners and associates.

You may stop receiving direct marketing from **ClubTelco** by calling customer service on 13 TELCO (13 83526), by emailing us at [contactus@clubtelco.com](mailto:contactus@clubtelco.com) or by writing to:

ClubTelco Pty Ltd  
Attention: Customer Service  
PO Box 6262  
St Kilda Rd Central  
VIC 8008

You have the right to see or obtain a copy of personal information about you that we may hold, subject to some exceptions allowed by law. **ClubTelco** will handle requests for access to personal information in accordance with the National Privacy Principles set out in the *Privacy Act 1988*. You also may correct any information we hold which is incorrect.

To request access to your personal information, please call **ClubTelco** Customer Service on 13 TELCO (13 83526).

You can access **ClubTelco's** Privacy Policy in full by visiting [www.clubtelco.com](http://www.clubtelco.com) or you can receive a hard copy by calling Customer Service on 13 TELCO (13 83526) or by writing to the address set out above.

## Exchange of Information with Credit Providers

You agree that **ClubTelco** may exchange information with those credit providers named in your mobile plan's application, or named in a consumer credit report issued by a credit reporting agency for the following purposes:

1. To assess an application for credit
2. To notify other credit providers of a default by you
3. To exchange information with other credit providers as to the status of this account where you are in default with other credit providers
4. To assess your credit worthiness
5. To provide information to you about other goods or services which we or any of our Related Bodies Corporate, or any of our partners and associates or the partners and associates of suppliers (such as telecommunication entities, providers of products or services which are related to the Services, media entities, event organisers, equipment suppliers and the suppliers of any other product or service with whom we have engaged in a joint initiative) may offer to you.

## Fair Use Policy

The aim of this policy is to ensure that we are able to provide quality mobile services to all our customers and that no customers are disadvantaged by the behaviour of others. We may suspend your access to services without notice where we deem your use to be unreasonable.

In addition, where we consider your use of a free time or flat charge offer is unreasonable, then we may:

- immediately refuse access to these offers, or
- immediately disconnect or suspend any existing mobile service

We currently consider 'excessive' use to be usage of more than:

- 2,000 minutes free or flat charge per month per mobile phone (SIM card); or
- 120 minutes of continuous talk time (per call); or
- 500 SMS text messages send per month (per Service); or
- 500 MMS messages sent per month (per Service); or
- 300 MMS video messages requested per month (per Service); or
- 20 hours of WAP CDS per month (per Service); or
- 1 GB downloaded, per month (per Service).

**ClubTelco** reserves the right to review or amend this policy from time to time.

## Mobile Service Usage

You are wholly responsible for the security and use of your mobile telephone and indemnify us against all claims which may arise through your use of **ClubTelco's** service or through any unauthorised use of your service which may occur.

In the event that your use of a phone interferes with **ClubTelco's** services, you must do whatever we ask to avoid that interference.

## Charges and Billing

Depending on the mobile plan you have selected, **ClubTelco** has the right to charge you for:

- minimum monthly access fees;
- calling or other usage fees which are in addition to any monthly calling credit you may receive through your mobile plan;
- connection, disconnection or reconnection fees, if relevant; and
- any other fees associated with the services you receive from **ClubTelco**.

You will be billed for monthly charges (such as access fees) in advance, with other fees billed in arrears.

Your bill may show you the various ways in which you are able to make payment to **ClubTelco**.

Bills and notices will be sent to the address you have nominated as your billing address. If you do not keep **ClubTelco** informed of your current address, you may not receive important information from **ClubTelco**, including any changes to these terms and conditions which we may notify to you.

## Rules on Porting your Mobile Number to ClubTelco

- By porting your mobile service number (MSN) to **ClubTelco** from another provider, the service associated with that telephone number will be disconnected from your existing service provider's network and may result in finalisation of the account for that service
- You give up all previous contractual rights with your current telephone service provider (e.g. value included, other services provided)
- Certain functions and facilities provided by the current telephone service provider may not be available from your new **ClubTelco** service
- By porting your MSN to **ClubTelco** from another provider, you remain liable for any charges and fees incurred as a result of churn (contract termination fee etc.)
- You must not deactivate your existing service when porting. Telephone numbers can only be transferred while active.
- You can only withdraw your authority to port your telephone number (s) before the Electronic Cutover Advice is sent by **ClubTelco** to your current Service Provider, which will be on or after the preferred cutover date specified on your application.
- **ClubTelco** does not guarantee that it can port your telephone number(s) from your current Service Provider. Your current Service Provider may reject this port request if the information you provide is incorrect or does not match the data held by them. In this case you authorise **ClubTelco** to correct the information and resubmit the request to port your telephone number to **ClubTelco** or dispute the rejection by your current Service Provider. A port request may also be rejected for other reasons as stated in the LNP Industry Code.
- **ClubTelco** does not warrant that the MSN will be transferred within any specified timeframe. Porting Hours of Operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 3 business days after the port Notification Advice is sent by **ClubTelco** to your current Service Provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 3 business days after the request is resubmitted.
- In the event of a port, withdrawal or reversal, **ClubTelco** is not responsible for any period of outage.
- To the extent permitted by law **ClubTelco** is not liable to you or any person claiming through you for damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to porting your MSN
- You may have outstanding contractual obligations and costs owed to your current Service Provider. **ClubTelco** is not liable for any such costs.
- Only your MSN will be transferred to **ClubTelco**. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider
- If you wish to port your telephone number(s) from **ClubTelco** to another Service Provider, then you must contact the other Provider.
- **ClubTelco** reserves the right to charge a fee for porting your telephone number to or from **ClubTelco**

## Rules on Porting your Mobile Number from ClubTelco

- If you port (transfer) your MSN (mobile number) to another supplier, then you remain responsible to us for amounts payable prior to you porting out. You must pay us immediately, on receipt of our invoice, for any amounts owing.
- You may also be liable to pay us a porting out fee when porting your MSN to another provider
- **ClubTelco's** provision of services terminates when we port your MSN to another Provider
- We will endeavour to bill you for amounts in respect of the services incurred until termination, and any charges arising out of termination, within the next normal billing period, but we reserve our right to issue you with subsequent invoices in relation to unbilled fees and charges.

## SIM Cards

SIM cards remain the property of **ClubTelco**. You must take all reasonable care to keep the SIM card safe and in good condition. Should you require a replacement SIM card, a SIM replacement fee of \$19.95 will apply. You must immediately return the SIM card to us on demand, or if we suspend or terminate your services. You must notify us immediately if any SIM card is lost, stolen or destroyed (whether installed or not). You will be liable for all charges in relation to any SIM card supplied to you, which has been lost or stolen (whether installed in equipment or not), until we have been notified of the loss or theft.

## Suspension of Service

We may from time to time, and without notice or liability to you, suspend any of the services (and, at our discretion, disconnect the relevant SIM cards from the network) in any of the following circumstances:

- During any technical failure, modification or maintenance of the network or any other event beyond **ClubTelco's** control (but in that event we will procure resumption of the services as soon as reasonably practicable)
- If you fail to comply with any of these terms and conditions (including failure to pay charges due) until the breach (if capable of remedy) is remedied
- You change your address or billing contact details without notifying **ClubTelco** first by calling 13 TELCO (13 83526).
- If you do, or allow to be done, anything which in our reasonable opinion may have the effect of jeopardising the operation of these services

If the amounts outstanding to **ClubTelco** exceeds any credit limit set by us, whether or not payment has fallen due.

## Early Contract Termination Fee

If you purchase your Mobile plan as part of a bundle of **ClubTelco** services, one or more of which is on contract (eg, broadband services), an Early Contract Termination Fee of \$50.00 will be applied for disconnection of your Mobile plan prior to the expiration of the contracted service's contract.

You will not be charged a termination fee for termination of your mobile services in any other circumstances.

## ClubTelco's Big Talk Mobile Plans

Please visit [www.clubtelco.com](http://www.clubtelco.com) for the latest international rates, and standard terms and conditions for these plans. All call rates quoted by **ClubTelco** are per minute and include GST. International rates may be changed without notice to you.

Calls are charged in 1 minute increments plus the applicable flagfall (per call) and rounded up to the next cent. Other charges may also apply.

All rates quoted exclude calls and texts to premium and promotional numbers which will be charged at higher rates as set by the service provider.

Web browsing and download charges apply, as set out below.

**ClubTelco** reserves the right to change, alter or withdraw offers and prices at any time without notice. Any changes to your mobile plan will be notified to you in accordance with clause 3.1 of our Standard Customer Terms.

**ClubTelco** reserves the right to limit the number of SIM's provided by customer to four per customer. No connection or disconnection fees will apply to these plans. No contract period applies.

### Early Contract Termination Fee

If your Mobile plan is purchased as part of a contracted bundle of **ClubTelco** services, then an Early Contract Termination Fee of \$50.00 will be applied for disconnection of your Mobile plan prior to contract expiration.

### SIM Card Activation and Shipment

Your SIM card will be shipped active. New SIM cards are shipped with a default Personal Identification Number (PIN). We strongly recommend you change this PIN as soon as you receive the SIM. To change your PIN, please refer to your mobile phone handset user guide.

A delivery fee of \$9.95 applies. An additional \$14.95 activation credit will be applied to the first invoice, for all customers who activate their SIM by making their first call within 21 days of SIM dispatch.

If the SIM is not activated within 21 days, you will not be eligible for the additional activation credit.

**Big Talk Plans** – Big Talk plans are best suited to customers who want more included value for calling family and friends

All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

### Big Talk Plans

Plan Name	Monthly Access Fee	Monthly Calling Credit
BIGTALK Cap 40	\$10.00	\$40.00
BIGTALK Cap 100	\$20.00	\$100.00
BIGTALK Cap 200	\$30.00	\$200.00
BIGTALK Cap 300	\$40.00	\$300.00
BIGTALK Cap 400	\$50.00	\$400.00
BIGTALK Cap 800	\$100.00	\$800.00

### Big Talk Call Fees

Call Type	Big Talk Caps Call Fees
National Calls	89c per minute + 39c flagfall
Calls to Australian Mobiles	89c per minute + 39c flagfall
Text Messages (SMS)	35c each
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$3 per minute + 39c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	89c per minute + 39c flagfall
Ships at Sea	\$5.00 per minute + 39c flagfall
Inmarsat Calls	\$8.00 per minute + 39c flagfall
Satellite Networks Calls	\$7.50 per minute + 39c flagfall
Premium Calls and SMS	As per Premium Service Provider

### Other BigTalk Usage Fees

Item	Cost
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123</b>	89c per minute + 39c flagfall
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	29c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	89c per minute + 39c flagfall
<b>Call Diversions</b>	89c per minute + 39c flagfall

### Big Talk International Calls

The Big Talk international call rates are published on [www.clubtelco.com](http://www.clubtelco.com).

### Big Talk Buddy SIM

You can add additional SIMs to your mobile account using our Buddy SIM feature. You can add up to 3 additional SIM's for a fee of \$5 per month each. Any calls made from a Buddy SIM will be counted towards your BigTalk calling cap. Calls made in excess of your monthly Account Cap are charged at normal rates. There is a maximum of 3 Buddy SIM's per account. Available on Monthly Account Big Talk plans only.

### Calls which may be made using your Big Talk plan's monthly calling credit ("Eligible Calls")

- Standard calls (Local calls, National calls and calls to Australian mobiles)
- International Calls
- SMS (National & International)
- MMS (National & International)
- VMS (National & International)
- Video Calls (National & International)
- Voicemail Deposit
- Voicemail Retrieval
- Standard Call Diversions
- 13 & 18 numbers

### Calls which are excluded from your Big Talk plan's monthly calling credit (usage fees apply)

- Blackberry Data
- Premium Text
- Premium Numbers
- International Roaming
- Data (GPRS or 3G)

## ClubTelco's (inactive) Straight Talk / Night Talk / Multi Talk Mobile Plans

Please visit [www.clubtelco.com](http://www.clubtelco.com) for the latest international rates, and standard terms and conditions for these plans. All call rates quoted by **ClubTelco** are per minute and include GST. International rates may be changed without notice to you.

Calls are charged in 1 minute increments plus the applicable flagfall (per call) and rounded up to the next cent. Other charges may also apply.

All rates quoted exclude calls and texts to premium and promotional numbers which will be charged at higher rates as set by the service provider.

Web browsing and download charges apply, as set out below.

**ClubTelco** reserves the right to change, alter or withdraw offers and prices at any time without notice. Any changes to your mobile plan will be notified to you in accordance with clause 3.1 of our Standard Customer Terms.

**ClubTelco** reserves the right to limit the number of SIM's provided by customer to four per customer. No connection or disconnection fees will apply to these plans. No contract period applies.

**Early Contract Termination Fee**

If your Mobile plan is purchased as part of a contracted bundle of **ClubTelco** services, then an Early Contract Termination Fee of \$50.00 will be applied for disconnection of your Mobile plan prior to contract expiration.

**SIM Card Activation and Shipment**

Your SIM card will be shipped active. New SIM cards are shipped with a default Personal Identification Number (PIN). We strongly recommend you change this PIN as soon as you receive the SIM. To change your PIN, please refer to your mobile phone handset user guide.

A delivery fee of \$9.95 applies. An additional \$14.95 activation credit will be applied to the first invoice, for all customers who activate their SIM by making their first call within 21 days of SIM dispatch.

If the SIM is not activated within 21 days, you will not be eligible for the additional activation credit.

**Straight Talk Plans** - Straight Talk plans are best suited to customers who want low cost call rates and the freedom to call who they want, when they want.

All rates quoted are to a landline unless otherwise stated, and apply 24 hours a day, 7 days a week. Any unused monthly calling credit is not carried over to the next billing period.

*Straight Talk Plans*

Plan Name	Monthly Access Fee	Monthly calling Credit
Straight TALK 20	\$20.00	\$20.00
Straight TALK 30	\$30.00	\$30.00
Straight TALK 40	\$40.00	\$40.00
Straight TALK 50	\$50.00	\$50.00

*Straight Talk Call Fees*

Call Type	Straight Talk Plan Call Fees
National Calls	20c per minute + 30c flagfall
Calls to Australian Mobiles	20c per minute + 30c flagfall
Text Messages (SMS)	12.5c each (national, international)
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$1.00 per minute + 30c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	20c per minute + 30c flagfall
Ships at Sea	\$5.00 per minute + 30c flagfall
Inmarsat Calls	\$8.00 per minute + 30c flagfall
Satellite Networks Calls	\$7.50 per minute + 30c flagfall
Premium Calls and SMS	As per Premium Service Provider

*Other Straight Talk Usage Fees*

Item	Cost
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)



<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123 (Directory)</b>	20c per minute + 30c flagfall
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	12.5c per message
<b>Short Dial Codes (1210 - 1213/1218/ 1219)</b>	20c per minute + 30c flagfall
<b>Call Diversions</b>	20c per minute + 30c flagfall

### **Straight Talk International Calls**

The Straight Talk international call rates are published on [www.clubtelco.com](http://www.clubtelco.com).

### **Straight Talk Buddy SIM**

You can add additional SIMs to your mobile account using our Buddy SIM feature. You can add up to 3 additional SIM's for a fee of \$5 per month each. Any calls made from a Buddy SIM will be counted towards your Straight Talk calling cap. Calls made in excess of your monthly Account Cap are charged at normal rates. There is a maximum of 3 Buddy SIM's per account. Available on Monthly Account Straight Talk plans only."

### **Night Talk Plans**

Night Talk plans are best suited to customers who usually call overseas when most of us are in bed.

All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

#### *Night Talk Plans*

<b>Plan Name</b>	<b>Monthly Access Fee</b>	<b>Monthly Calling Credit</b>
Night TALK 20	\$20.00	\$20.00
Night TALK 30	\$30.00	\$30.00
Night TALK 40	\$40.00	\$40.00
Night TALK 50	\$50.00	\$50.00

#### *Night Talk Call Fees*

<b>Call Type</b>	<b>Night Talk Plan Call Fees</b>
National Calls	20c per minute + 30c flagfall
Calls to Australian Mobiles	20c per minute + 30c flagfall
Text Messages (SMS)	12.5c each (national, international)
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$1.00 per minute + 30c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	20c per minute + 30c flagfall
Ships at Sea	\$5.00 per minute + 30c flagfall
Inmarsat Calls	\$8.00 per minute + 30c flagfall
Satellite Networks Calls	\$7.50 per minute + 30c flagfall
Premium Calls and SMS	As per Premium Service Provider

#### *Other Night Talk Usage Fees*

<b>Item</b>	<b>Cost</b>
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123 (Directory)</b>	20c per minute + 30c flagfall
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)



<b>SMS Delivery Report</b>	12.5c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	20c per minute + 30c flagfall
<b>Call Diversions</b>	20c per minute + 30c flagfall

### Night Talk International Calls

Night Talk international rates fall into three periods:

- Peak Rates (6am - 2am);
- Happy Hour (2am - 3am); and
- Off-peak (3am - 6am).

The rates that apply during Happy Hour are half of the off-peak rates, rounded up to the nearest cent.

The Night Talk international call rates (including Happy Hour (2am – 3am) international rates) are published on [www.clubtelco.com](http://www.clubtelco.com).

**Multi Talk Plan:** Multi Talk plans are best suited to customers who want low cost call rates and the freedom to call who they want, when they want.

All rates quoted are to a landline unless otherwise stated, and apply 24 hours a day, 7 days a week. Any unused monthly calling credit is not carried over to the next billing period.

### Multi Talk Plans

Plan Name	Monthly Access Fee	Monthly calling Credit
Multi Talk 10	\$10.00	\$10.00

### Multi Talk Call Fees

Call Type	Multi Talk Plan Call Fees
National Calls	25c per minute + 30c flagfall
Calls to Australian Mobiles	25c per minute + 30c flagfall
Text Messages (SMS)	15c each (national, international)
Picture Messages (MMS)	95c each
Video Messages (Video MMS)	95c each
Video Calls	\$1.25 per minute + 30c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	25c per minute
1800, 13/1300	25c per minute + 30c flagfall
Ships at Sea	\$5.00 per minute + 30c flagfall
Inmarsat Calls	\$8.00 per minute + 30c flagfall
Satellite Networks Calls	\$7.50 per minute + 30c flagfall
Premium Calls and SMS	As per Premium Service Provider

### Other Multi Talk Usage Fees

Item	Cost
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123 (Directory)</b>	25c per minute + 30c flagfall
<b>THRUCONnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	15c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	25c per minute + 30c flagfall
<b>Call Diversions</b>	25c per minute + 30c flagfall

### Multi Talk International Calls

The Multi Talk international call rates are published on [www.clubtelco.com.au](http://www.clubtelco.com.au).

### Multi Talk Discount

A Multi Talk discount will be applied to the total Multi Talk monthly spend, provided all linked mobiles (up to 4) meet the following qualifying conditions:-

1. Multi Talk Mobiles are listed on the same Account
2. Multi Talk Mobiles are postpaid only
3. The account remains current

The discount applicable to all qualifying mobiles is based on combined call usage costs across Eligible Call types (listed on page 5), calculated monthly as follows:-

Combined Account Eligible Call Usage	Discount
\$0.00 - \$49.99	0%
\$50.00 - \$74.99	7.5%
\$75.00 - \$99.99	10%
\$100.00 - \$149.99	15%
\$150.00+	25%

### Number of Mobiles on a Single Multi Talk Account

The maximum number of Mobiles (services) on a single account is 4.

### Calls which may be made using your StraightTalk / NightTalk / MultiTalk plan's monthly calling credit ("Eligible Calls")

- Standard calls (Local calls, National calls and calls to Australian mobiles)
- International Calls
- SMS (National & International)
- MMS (National & International)
- VMS (National & International)
- Video Calls (National & International)
- Voicemail Deposit
- Voicemail Retrieval
- Standard Call Diversions
- 13 & 18 numbers

### Calls which are excluded from your StraightTalk / NightTalk / MultiTalk plan's monthly calling credit (usage fees apply)

- Blackberry Data
- Premium Text
- Premium Numbers
- International Roaming
- Data (GPRS or 3G)

### HomeTalk / 3G Mobile Combo

These combo plans enable HomeTalk / 3G Mobile customers to use their HomeTalk Mobile cap plan to make eligible calls from their homephone or from their linked Mobile as per the table below:-

Plan Name	Monthly Access Fee	Monthly Calling Credit	Eligible Call Types
HomeTalk Mobile 59	\$59.00	\$59.00	- Local / National
HomeTalk Mobile 79	\$79.00	\$99.00	- International
HomeTalk Mobile 99	\$99.00	\$149.00	- Calls to Australian Mobiles

Note that 13/1300, 1800, and other premium service calls are not included in this Combo. These other call types will be charged at standard HomeTalk rates and are not included in the Combo plan. Homephone / 3G Mobile calling rates are as below:-

Call Type	Homephone Calling Rate	Mobile Calling Rate
<b>Local Calls*</b>	19c per call	20c per minute
<b>National Calls</b>	20c per minute	
<b>Calls to Australian Mobiles</b>	35c per minute	
<b>13/1300 Calls*</b>	30c per call	20c per minute
<b>1800 Calls</b>	No charge	20c per minute
<b>International Rates</b>	See <a href="http://www.clubtelco.com">www.clubtelco.com</a>	

\* All calls incur a 39c flagfall fee except local calls from your homephone and 13/1300 calls from your homephone.

Note that if customers use the Globetalk low rate international service (available from the home phone only), these calls are not included in the cap.

HomeTalk Anytime Cap international rates are published at [www.clubtelco.com](http://www.clubtelco.com) and are applicable to this Combo.

## Equipment Charges

If we:

- provide you with equipment at no charge or a discounted charge because you have entered into a fixed term contract with us, or
- provide you with equipment that you pay for in instalments over a fixed term contract, that equipment will remain the property of **ClubTelco** until the contract term ends.

## Inactive Plans – Big Talk Caps

**Big Talk Plans** - All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

### Plans

Plan Name	Monthly Access Fee	Monthly Calling Credit
Big TALK Cap 40	\$10.00	\$40.00
Big TALK Cap 140	\$20.00	\$140.00
Big TALK Cap 320	\$30.00	\$320.00
Big TALK Cap 440	\$40.00	\$440.00
Big TALK Cap 660	\$50.00	\$660.00
Big TALK Cap 990	\$100.00	\$990.00

### Call Fees

Call Type	Big Talk Caps Call Fees
National Calls	89c per minute + 39c flagfall
Calls to Australian Mobiles	89c per minute + 39c flagfall
Text Messages (SMS)	35c each
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$3 per minute + 39c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	89c per minute + 39c flagfall

Ships at Sea	\$5.00 per minute + 39c flagfall
Inmarsat Calls	\$8.00 per minute + 39c flagfall
Satellite Networks Calls	\$7.50 per minute + 39c flagfall
Premium Calls and SMS	As per Premium Service Provider

*Other Usage Fees*

Item	Cost
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123</b>	89c per minute + 39c flagfall
<b>THRUCONnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	29c per message
<b>Short Dial Codes (1210 - 1213/1218/ 1219)</b>	89c per minute + 39c flagfall
<b>Call Diversions</b>	89c per minute + 39c flagfall

**Big Talk Plan** - All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

*Big Talk Plans*

Plan Name	Monthly Access Fee	Monthly Calling Credit
Big Talk Cap 60	\$10.00	\$60.00
Big Talk Cap 140	\$20.00	\$140.00
Big Talk Cap 320	\$30.00	\$320.00
Big Talk Cap 440	\$40.00	\$440.00
Big Talk Cap 660	\$50.00	\$660.00

*Big Talk Call Fees*

Call Type	Big Talk Caps Call Fees
National Calls	89c per minute + 39c flagfall
Calls to Australian Mobiles	89c per minute + 39c flagfall
Text Messages (SMS)	29c each
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$3 per minute + 39c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	89c per minute + 39c flagfall
Ships at Sea	\$5.00 per minute + 39c flagfall
Inmarsat Calls	\$8.00 per minute + 39c flagfall
Satellite Networks Calls	\$7.50 per minute + 39c flagfall
Premium Calls and SMS	As per Premium Service Provider

*Other Big Talk Usage Fees*

Item	Cost
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB

<b>Calls to 122, 123</b>	89c per minute + 39c flagfall
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	29c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	89c per minute + 39c flagfall
<b>Call Diversions</b>	89c per minute + 39c flagfall

**Big Talk Plans** - All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

*Plans*

<b>Plan Name</b>	<b>Monthly Access Fee</b>	<b>Monthly Calling Credit</b>
Big TALK Cap 20	\$20.00	\$70.00
Big TALK Cap 30	\$30.00	\$160.00
Big TALK Cap 40	\$40.00	\$220.00
Big TALK Cap 50	\$50.00	\$330.00

*Call Fees*

<b>Call Type</b>	<b>Big Talk Caps Call Fees</b>
National Calls	70c per minute + 35c flagfall
Calls to Australian Mobiles	70c per minute + 35c flagfall
Text Messages (SMS)	20c each
Picture Messages (MMS)	80c each
Video Messages (Video MMS)	80c each
Video Calls	\$3 per minute + 35c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
1800, 13/1300	70c per minute + 35c flagfall
Ships at Sea	\$5.00 per minute + 35c flagfall
Inmarsat Calls	\$8.00 per minute + 35c flagfall
Satellite Networks Calls	\$7.50 per minute + 35c flagfall
Premium Calls and SMS	As per Premium Service Provider

*Other Usage Fees*

<b>Item</b>	<b>Cost</b>
<b>Data (within Australia)</b>	10c per MB (charged in 1MB blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 122, 123</b>	70c per minute + 35c flagfall
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	20c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	70c per minute + 35c flagfall
<b>Call Diversions</b>	70c per minute + 35c flagfall

**Big Talk Plans V1** - All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

*Plans*

<b>Plan Name</b>	<b>Monthly Access Fee</b>	<b>Monthly Calling Credit</b>
Big Talk Cap 20	\$20.00	\$70.00
Big Talk Cap 30	\$30.00	\$160.00
Big Talk Cap 40	\$40.00	\$220.00
Big Talk Cap 50	\$50.00	\$330.00

### Call Fees

Call Type	Big Talk Caps Call Fees
National Calls	70c per minute + 35c flagfall
Calls to Australian Mobiles	70c per minute + 35c flagfall
Text Messages (SMS)	20c each
Picture Messages (MMS)	75c each
Video Calls	\$3 per minute + 35c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
13 / 1300 / 1800 Calls	70c per minute + 35c flagfall
Ships at Sea	\$5.00 per minute + 35c flagfall
Inmarsat Calls	\$8.00 per minute + 35c flagfall
Satellite Networks Calls	\$7.50 per minute + 35c flagfall
Premium Calls and SMS	As per Premium Service Provider

### Other Usage Fees

Item	Cost
<b>Data (within Australia)</b>	0.68c per 10kb
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 123</b>	80c per 30 seconds plus a call connection fee (flagfall) of \$1.25
<b>Calls to 122</b>	\$1.25 per 30 seconds
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	15c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	Advertised standard per 30 second rate
<b>Call Diversions</b>	Advertised standard per 30 second rate

## Inactive Plans – Straight Talk Caps

**Straight Talk Plans** - All rates quoted are to a landline unless otherwise stated, and apply 24 hours a day, 7 days a week. Any unused monthly calling credit is not carried over to the next billing period.

### Plans

Plan Name	Monthly Access Fee	Monthly calling Credit
Straight Talk 20	\$20.00	\$20.00
Straight Talk 30	\$30.00	\$30.00
Straight Talk 40	\$40.00	\$40.00
Straight Talk 50	\$50.00	\$50.00

### Call Fees

Call Type	Straight Talk Plan Call Fees
National Calls	20c per minute + 25c flagfall
Calls to Australian Mobiles	20c per minute + 25c flagfall
Text Messages (SMS)	12.5c each (national, international)
Picture Messages (MMS)	75c each
Video Calls	\$1.00 per minute + 25c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
13 / 1300 / 1800 Calls	20c per minute + 25c flagfall
Ships at Sea	\$5.00 per minute + 25c flagfall
Inmarsat Calls	\$8.00 per minute + 25c flagfall

Satellite Networks Calls	\$7.50 per minute + 25c flagfall
Premium Calls and SMS	As per Premium Service Provider

#### Other Usage Fees

Item	Cost
<b>Data (within Australia)</b>	0.68c per 10kb
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 123</b>	80c per 30 seconds plus a call connection fee (flagfall) of \$1.25
<b>Calls to 122</b>	\$1.25 per 30 seconds
<b>THRUCONnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	15c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	Advertised standard per 30 second rate
<b>Call Diversions</b>	Advertised standard per 30 second rate

### Inactive Plans – Night Talk Caps

**Night Talk Plan** - All rates quoted are to a landline unless otherwise stated. Any monthly calling credit is not carried over to the next billing period.

#### Plans

Plan Name	Monthly Access Fee	Monthly Calling Credit
Night Talk 20	\$20.00	\$20.00
Night Talk 30	\$30.00	\$30.00
Night Talk 40	\$40.00	\$40.00
Night Talk 50	\$50.00	\$50.00

#### Call Fees

Call Type	Night Talk Plan Call Fees
National Calls	20c per minute + 15c flagfall
Calls to Australian Mobiles	20c per minute + 15c flagfall
Text Messages (SMS)	12.5c each (national, international)
Picture Messages (MMS)	75c each
Video Calls	\$1.00 per minute + 15c flagfall
Voicemail Deposit	No charge
Voicemail Retrieval	20c per minute
13 / 1300 / 1800 Calls	20c per minute + 15c flagfall
Ships at Sea	\$5.00 per minute + 15c flagfall
Inmarsat Calls	\$8.00 per minute + 15c flagfall
Satellite Networks Calls	\$7.50 per minute + 15c flagfall
Premium Calls and SMS	As per Premium Service Provider



### Other Usage Fees

Item	Cost
<b>Data (within Australia)</b>	0.68c per 10kb
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Calls to 123</b>	80c per 30 seconds plus a call connection fee (flagfall) of \$1.25
<b>Calls to 122</b>	\$1.25 per 30 seconds
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	15c per message
<b>Short Dial Codes (1210 - 1213/1218/ 1219)</b>	Advertised standard per 30 second rate
<b>Call Diversions</b>	Advertised standard per 30 second rate

### Inactive Plans - MY Cap (\$5, \$15, \$25, \$45 and \$75 plans)

For any usage above your monthly calling credit on **ClubTelco** plans or caps, or for calls/services not included, you will be charged for these calls/services in arrears. Included calls do not include Blackberry data, roaming charges, premium services, or satellite calls. Mobile monthly access fees and included calls will be charged one month in advance, based on pro-rata for the first month from connection.

Unused monthly calling credit will not be carried over to the next billing cycle.

### Mobile Service Usage - Inactive My Cap Plans

You are wholly responsible for the security and use of your mobile telephone and indemnify us against all claims which may arise through your use of **ClubTelco's** service or through any unauthorised use of your service which may occur.

In the event that your use of a phone interferes with **ClubTelco's** services, you must do whatever we ask to avoid that interference.

### International Roaming – Inactive MY Cap Plans

You must obtain our express authorisation (which may be conditional on lodgement of a security deposit) to use your SIM card and service in countries other than Australia ("international roaming"). When roaming overseas you will be charged at different rates based on the geographical region (zone) you are roaming in at the time.

Calls will be charged at the advertised 'Zone' rates which are current as of 1 September 2009. These rates are published at [www.clubtelco.com](http://www.clubtelco.com).

Calls are billed in 30 second increments and incur a call connection fee (flagfall) of 39c. Call charges will be rounded to the nearest cent. All charges for international roaming are GST free. Any international roaming charges will be charged in addition to your monthly calling credit.

International roaming services are subject to network availability and individual handset specifications, and may not be accessible in some countries. All international roaming rates are subject to change and may be modified or withdrawn by **ClubTelco** at any time without prior notice. For international roaming rates call 13 TELCO (13 83526).

### Calling Rates – Inactive MY Cap Plans

All call rates listed are the per 30 second rate, unless otherwise specified. All calls are charged in 30 second increments and will be rounded up to the nearest cent. A call connection fee applies to all calls made on My Caps. The connection fee is 39c per call for international calls and 35c for all other calls.

Calls to 'special services' e.g. 1900, 0055 will be charged at the service provider's rate as advertised from time to time. Calls and services terminating in international destinations will incur a higher fee.

	MY \$5* Cap	MY \$15 Cap	MY \$25 Cap	MY \$45 Cap	MY \$75 Cap
Monthly access fee	\$5	\$15	\$25	\$45	\$75
Monthly included credit	\$5	\$50	\$125	\$300	\$550
Included Data	5MB	15MB	25MB	45MB	75MB
Standard ^ Call Rate per 30 secs	46c	44c	44c	42c	42c
International Call Rates	Please call ClubTelco Customer Service on 13 TELCO (13 83526)				
SMS	25c per SMS				
MMS	50c per MMS				
VMS	90c per VMS				
Voicemail Deposit	Free				
Voicemail Retrieval	Standard Call Rate				
Call connection fee (all call types)	35c per call				
Video Calls per 30 secs	60c				

\* Only available to existing ClubTelco customers with one or more postpaid services.

^ A Standard Call is a local call, national call or call to an Australian mobile and excludes calls to premium numbers and special services.

#### **Calls which may be made using your plan's monthly calling credit**

- Standard calls (Local calls, National calls and calls to Australian mobiles)
- International Calls
- SMS (National & International)
- MMS (National & International)
- VMS (National & International)
- Video Calls (National & International)
- Voicemail Deposit
- Voicemail Retrieval
- Standard Call Diversions
- 13 & 18 numbers
- Included Data Amount (GPRS)

#### **Calls which are excluded from your plan's monthly calling credit (usage fees apply)**

- Blackberry Data
- Premium Text
- Premium Numbers
- International Roaming
- Excess Data (i.e. Data you've used in excess of your included data)

#### **Mobile & Broadband Bundle Discount – Inactive MY Cap Plans**

The 'Mobile & Broadband Bundle Discount' offer applied to customers who bundled an eligible Mobile plan with an eligible Broadband plan. Eligible customers receive a \$5 discount each month for the period of their broadband contract. To receive the discount both services must be active for your entire billing period for that month. This offer was available to customers who registered for both services between 24 April 2009 - 31 August 2009.

#### **Other Services – Inactive MY Cap Plans**

Caller number display will be automatically activated on commencement of the services. If you do not want your number displayed, it is your responsibility to deactivate this functionality. To deactivate your call number display, call **ClubTelco** customer service on 13 TELCO (13 83526).

Item	Cost
<b>Data (within Australia)</b>	\$1 per MB (charged in 50kb blocks)
<b>Data roaming (outside Australia)</b>	\$11 per MB (charged in 50kb blocks)
<b>Blackberry data (within Australia)</b>	\$4 per MB (charged in 50kb blocks)
<b>Blackberry Long Session (within Australia)</b>	\$4 per MB (charged in 1MB blocks)
<b>Blackberry data roaming (outside Australia)</b>	\$32 per MB
<b>Video Call (within Australia)</b>	60c per 30 seconds
<b>International Video Call (within Australia)</b>	60c per 30 seconds
<b>*SMS message (within Australia)</b>	25c per message
<b>MMS message (within Australia)</b>	50c per message
<b>MMS video (within Australia)</b>	90c per video
<b>Calls to 123</b>	80c per 30 seconds plus a call connection fee (flagfall) of \$1.25
<b>Calls to 122</b>	\$1.25 per 30 seconds
<b>THRUConnect</b>	\$2.00 Call connection fee (flagfall)
<b>SMS Delivery Report</b>	15c per message
<b>Short Dial Codes (1210 - 1213/ 1218/ 1219)</b>	Advertised standard per 30 second rate
<b>Call Diversions</b>	Advertised standard per 30 second rate

\*The SMS rate is charged per message of up to 160 characters.

### International Calling Rates

For international calling rates on these plans, call 13 TELCO (13 83526). Calls to Inmarsat are charged at \$8.00 per minute + 35c connection fee. Calls to Satellite Networks are charged at \$7.50 per minute + 35c connection fee.

### Inactive Free Connect & Flexi Caps

For any usage above the monthly calling credit on **ClubTelco** plans or caps, or for calls/services not included, you will be charged for these calls/services in arrears. Included calls do not include international calls or GPRS/WAP. Mobile monthly access fees and included calls will be charged one month in advance, based on pro-rata for the first month from connection.

Unused monthly calling credit will not be carried over to the next billing cycle.

#### Mobile Service Usage - Inactive Free Connect & Flexi Caps

You are wholly responsible for the security and use of your mobile telephone and indemnify us against all claims which may arise through your use of ClubTelco's service or through any unauthorised use of your service which may occur.

In the event that your use of a phone interferes with **ClubTelco's** services, you must do whatever we ask to avoid that interference.

#### International Roaming - Inactive Free Connect & Flexi Caps

You must obtain our express authorisation (which may be conditional on lodgement of a security deposit) to use your SIM card and service in countries other than Australia ("international roaming"). You will be charged a roaming fee for outgoing calls at a rate set by the operator in that country, and a forwarding charge for all incoming calls forwarded to the overseas carrier. We will pass these charges on to you via your monthly invoice. Any charges associated with international roaming will be charged in addition to your included calling value.

For international roaming rates call 13 TELCO (13 83526).

### **Calling Rates - Inactive Free Connect & Flexi Caps**

All call rates listed are the per 30 second rate, unless otherwise specified. All calls are charged in 30 second increments and will be rounded up to the nearest cent. No call connection fee applies to calls made on Free Connect plans. A call connection fee of 30c applies to all calls made on Flexi Caps. Calls to 'special services' e.g. 1900, 0055 will be charged at higher rates as set by the service provider. Calls and services terminating in international destinations will incur a higher fee.

### **Flexi Caps - Inactive Free Connect & Flexi Caps**

A \$15 minimum monthly fee applies to these caps. If your usage on eligible calls and services is under \$15, you will be charged the minimum fee. For usage on included calls and services over \$15, you will be charged your full monthly Flexi Cap access fee and receive your full cap value. You will be charged for any calls made above and beyond your cap.

### **Other Services - Inactive Free Connect & Flexi Caps**

Caller number display will be automatically activated on commencement of the services. If you do not want your number displayed, it is your responsibility to deactivate this functionality. To deactivate your call number display, call **ClubTelco** customer service on 13 TELCO (13 83526).

<b>Item</b>	<b>Cost</b>
<b>GPRS monthly fee</b>	\$0 a month (plus usage)
<b>GPRS data (within Australia)</b>	2.2c per Kb
<b>*Freeconnect SMS message (within Australia)</b>	20c
<b>*Flexi Caps SMS message (within Australia)</b>	25c
<b>MMS message (within Australia)</b>	75c per message
<b>MMS video (within Australia)</b>	\$1.25 per video
<b>Call Forward</b>	5c per 30 sec
<b>Call Waiting</b>	no charge – included in airtime
<b>Conference Call</b>	no charge – included in airtime

\*SMS rates are charged per message of 160 characters.

Free Connect plans incur no flagfall fee, while Flexi Caps incur a 30c per call flagfall fee.

### **International Calling Rates**

For international calling rates on these plans, call 13 TELCO (13 83526). Free Connect calls to Inmarsat are charged at \$8.00 per minute. Free Connect calls to Satellite Networks are charged at \$7.50 per minute. Flexi Cap Calls to Inmarsat are charged at \$8.00 per minute + 30c connection fee. Flexi Cap calls to Satellite Networks are charged at \$7.50 per minute + 30c connection fee.

### **Inactive goMobile and goCap Plans**

For any usage above monthly calling credit on **ClubTelco** plans or caps, or for calls/services not included, you will be charged for these calls/services in arrears. Included calls do not include international calls or GPRS/WAP. Mobile monthly access fees and included calls will be charged one month in advance, based on pro-rata for the first month from connection. Unused monthly calling credit will not be carried over to the next billing cycle.

### **International Roaming - Inactive goMobile and goCap Plans**

You must obtain our express authorisation (which may be conditional on lodgement of a security deposit) to use your SIM card and service in countries other than Australia ("international roaming"). You will be charged a roaming fee for outgoing calls at a rate set by the operator in that country, and a forwarding charge for all incoming calls forwarded to the overseas carrier.

For international roaming rates call 13 TELCO (13 83526).

#### **Calling Rates - Inactive goMobile and goCap Plans**

All call rates listed are the per 30 second rate, unless otherwise specified. All calls are charged in 30 second increments and will be rounded up to the nearest cent. A connection fee of 25c applies to all calls. Calls to 'special services' e.g. 1900, 0055 will be charged at higher rates as set by the service provider. Calls and services terminating in international destinations will incur a higher fee.

#### **goCap45 - Inactive goMobile and goCap Plans**

A \$25 minimum monthly fee applies to this plan. If your usage on included calls and services is under \$25, you will be charged the minimum fee. For usage on included calls and services between \$25 and \$45, you will be charged for that usage. For usage above \$45, but under the included value limit, you will be charged \$45. If you go above the included value limit you will also be charged for those calls.

#### **goCap 65 - Inactive goMobile and goCap Plans**

A \$35 minimum monthly fee applies to this plan. If your usage on included calls and services is under \$35, you will be charged the minimum fee. For usage on included calls and services between \$35 and \$65, you will be charged for that usage. For usage above \$65, but under the included value limit, you will be charged \$65. If you go above the included value limit you will also be charged for those calls.

#### **Other Services - Inactive goMobile and goCap Plans**

Caller number display will be automatically activated on commencement of the services. If you do not want your number displayed, it is your responsibility to deactivate this functionality. To deactivate your call number display call the **ClubTelco** customer service on 13 TELCO (13 83526).

<b>Item</b>	<b>Cost</b>
<b>GPRS monthly fee</b>	\$0 a month (plus usage)
<b>GPRS data (within Australia)</b>	2.2c per Kb
<b>*goMobile SMS message (within Australia)</b>	25c
<b>*goCap SMS message (within Australia)</b>	25c
<b>MMS message (within Australia)</b>	75c per message
<b>MMS video (within Australia)</b>	\$1.25 per video
<b>Call Forward</b>	5c per 30 sec
<b>Call Waiting</b>	no charge – included in airtime
<b>Conference Call</b>	no charge – included in airtime

\*SMS rates are charged per message of 160 characters.

#### **International Calling Rates**

For international calling rates on these plans, call 13 TELCO (13 83526).