

Critical Information Summary

Business Mobile				
Service Description	This Service is a mobile phone sim only service that allows you to make and receive calls, send and receive SMS/MMS messages and access mobile data in Australia. A free SIM card is provided via standard post.			
Minimum term(s)	1 month			
Plan name	Business Mobile Ex Small-03	Business Mobile Small-10	Business Mobile Medium-30	Business Mobile Large-100
Min Monthly Charge (incl GST)	\$15	\$ 19	\$ 39	\$ 59
Monthly Data allowance	3GB	10GB	30GB	100GB
Calls in Australia to landlines, mobiles, 13,1300,1800. SMS, MMS to AU mobiles, voicemail retrievals	Unlimited *excludes video MMS	Unlimited *excludes video MMS	Unlimited *excludes video MMS	Unlimited *excludes video MMS
Calls and SMS to Eligible International Locations (per month)	None included. For rates see here .	Unlimited calls and SMS included to 15 countries. For details see here .	Unlimited calls and SMS included to 15 countries. For details see here .	Unlimited calls and SMS included to 15 countries. For details see here .
Maximum Early Termination Charges	If you cancel your service or transfer your number to a new provider before the end of a billing period, Connexus will not credit you for any unused days remaining in your current billing period.			
Eligible International Locations	<p>15 Countries part of the International call pack on the Small-10, Medium-30 and Large-100 plans: <i>Countries with calls to landline and mobile included:</i> China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, United Kingdom, Vietnam. <i>Countries with calls to landline included:</i> Canada, Thailand, USA.</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>			
Information about Pricing (All prices include GST)				
Cost of 1 MB data usage in Australia	<ul style="list-style-type: none"> For data included in your plans: Ex Small-03 = 0.46¢, Small-10 = 0.23¢, Medium-30 = 0.15¢, Large-100 = 0.1¢ For 1 GB Auto Data bolt on or 1 GB manual bolt on = 1¢ per MB. For 5 GB Recurring bolt-on = 0.68¢ per MB At PAYG rates, the cost of using 1MB of data is 2.06¢. 			
International	International calls are available at pay-as-you-go rates. For rates, see here . International Roaming is available upon request. For rates, see here .			
Data Bolt-ons (for use in Australia only)	'Auto Data' Bolt-on and 'Manual Data' bolt-on of 1 GB are each available for \$10 each bolt on. 5 GB Recurring bolt-on is available at \$35. For details, see here .			
Number porting	You can choose to bring your phone number over from another provider at no cost			
Information about this Service				
Offer Limitations	<ul style="list-style-type: none"> This Service does not support calls and SMS/MMS to satellite numbers, premium numbers (e.g. 19xx numbers), SENSIS (1234, 12455 and 12456). Data allowances will expire at the end of each billing period. 			
Restrictions	<ul style="list-style-type: none"> This plan is only for use within Australia, your inclusions cannot be used overseas. This Service provides a 4G coverage footprint of 97% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers. Use our coverage map on https://www.connexus.com.au/mobile-coverage to check if the Service is available at the location where you would usually use the Service. 			

Offer Conditions	<p>This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.</p> <p><i>Auto Data bolt-ons</i></p> <p>'Auto Data' bolt-on plans will automatically add 1GB of data to your plan automatically where all your included data has been used. A maximum of 5 'Auto Data' bolt on plans will be applied each billing period. After the 5th 'Auto Data' bolt-on has been depleted in a billing period, data usage will be blocked. You can choose to purchase 'Manual Data' bolt-on plans of 1GB by contacting our customer service team.</p>
Acceptable use policy	<ul style="list-style-type: none"> This Service is subject to the Acceptable Use Policy found in the Terms and Conditions https://www.connexus.com.au/acceptable-use-policy
Changing your plan	<ul style="list-style-type: none"> You can request to change to a plan of higher or lower value, the change will take place at your next renewal date.
Service Provider	<p>Connexus Group Pty Ltd (ABN 36 648 445 087) acts as a reseller and uses part of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Connexus is responsible for providing the service to you and is not affiliated with or related to the principal carrier.</p>
Equipment	<p>To use this Service, you will need to bring your own compatible mobile device which must support 3G 850MHz, and for access to the 4G Service, your device must also support both 4G 1800MHz and 4G 700MHz bands.</p>

Billing Information

Billing Charges	<p>Bills are sent each month to your registered email address free of charge. Paper invoices are optionally available at \$5 per invoice.</p>
Billing Date	<p>Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.</p>
Service Activation Date	<p>Service will be activated once you receive the SIM card and contact us for activation.</p>
First Bill Charges	<p>Your first bill will include:</p> <ul style="list-style-type: none"> Charges for part of the month from when you took up your Service until the end of that billing cycle; The Minimum Monthly Charge in advance for the next billing cycle; and Any additional charges for non-recurrent items used during that billing period.
Payments	<p>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.</p> <p>For information on payment options, visit: https://www.connexus.com.au/billing</p>

Other Information

Access to call and data usage information	<p>To access your call and data usage, follow the instructions provided on https://www.connexus.com.au/support-enquiry</p> <p>You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a data bolt-ons are added.</p>
Supplier name and Customer Service contact details	<p>Connexus Group Pty Ltd (ABN 36 648 445 087)</p> <p>Customer Service: 1800 430 944; Mon-Fri: 9:00am to 5:30pm AET Outside Business hours please submit an online support request: https://www.connexus.com.au/support-enquiry</p>
How to access our dispute resolution process	<p>If you are dissatisfied with any aspect of our service and you wish to make a complaint please check our complaints policy at: https://www.connexus.com.au/complaints-policy</p>
TIO contact details	<p>If you have exhausted all avenues for resolving your complaint within Connexus you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>
Full legal terms and conditions	<p>This document is a summary only, the full legal terms and conditions are available here https://www.connexus.com.au/legal</p>

The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.