

SIM Only PostPaid Plans

Critical Information Summary



Summary Of Essential Information¹

The following encompasses a comprehensive overview of pertinent details regarding your plan as well as the supplementary enhancements periodically offered for your utilization alongside the plan. Nevertheless, please note that this document does not encompass any exclusive offers or promotions that may be introduced intermittently.

These plans are for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia. The minimum contract term for each plan is 1 month.

10GB Basic Plan	25GB Comfort Plan	45GB Mega Value Plan	120GB Executive Plan
\$24.99 Monthly	\$32.50 Monthly	\$44.99 Monthly	\$74.99 Monthly
<ul style="list-style-type: none"> Telstra Wholesale 4G Network UNLIMITED National Voice & SMS 2000 National MMS messages 500GB Data Banking 5GB Data Gifting International Calling Not Included 	<ul style="list-style-type: none"> Telstra Wholesale 4G Network UNLIMITED National Voice & SMS 2000 National MMS messages 500GB Data Banking 12.5GB Data Gifting International Calling Not Included 	<ul style="list-style-type: none"> Telstra Wholesale 4G Network UNLIMITED National Voice & SMS 2000 National MMS messages 500GB Data Banking 22.5 GB Data Gifting Calls to 10 International Destinations* 	<ul style="list-style-type: none"> Telstra Wholesale 5G Network UNLIMITED National Voice & SMS 2000 National MMS messages 500GB Data Banking 60GB Data Gifting Calls to 15 International Destinations *

All plans are post paid, SIM only on a month to month contract². Should you cancel a service, the billing will stop 30 days after the date of cancellation. All prices shown above are exclusive of GST.

International Outbound Call inclusions³

Mega Value Plan - Unlimited 10 - Destinations are: Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA

Executive Plan - Unlimited 15 - Destinations are: Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA

¹ This is only a summary. This plan with full terms and conditions can be found at screwlooseit.com.au/legal This information is correct as at SEPTEMBER 11TH 2023 and is subject to change where we are permitted to do so by law. Visit www.screwlooseit.com.au for updated information about our plans and services.

² Disclaimer: 5G Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

³ International calling is only available in the Unlimited 10 and Unlimited 15 products

Information about the Service

Add on Services: Screwloose Telco offers 2 add-on packages.

1GB Data Top Up: This Add on is utilised when the End User's plan exhausts (in priority) their promotional data, data inclusion, and data bank.

International Travel Pack 1 Day Bolt on covering 30 Destinations: included Austria, Canada, China, Croatia Fiji, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Philippines, Portugal, Republic of Korea, Singapore, Spain, Sri Lanka, Switzerland, Thailand, Macedonia, (Former Yugoslav Rep), UK, USA, Vanuatu & Vietnam

Information about pricing: Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

Pricing and key terms are outlined below:

1 GB Data Top Up	Travel Pack - 150MB
\$16.50 SRP – GST Inclusive	\$11.00 SRP – GST Inclusive
Bolt On/Top Up : Top Up Expiry: As per underlying plan Voice & SMS Inclusion: N/A IDD Inclusion: N/A	Bolt On/Top Up : Bolt On Expiry: Within 1 Day of Purchase Voice & SMS Inclusion: 30min/30 texts IDD Inclusion: IR 30

Description of the service: Your plan is for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia.

Minimum contract term: 1 month for the mobile service.

Mandatory goods: You need a 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible.

What's included in your monthly call allowance

Your monthly call allowance can be used for standard national calls, texts and MMS to Standard Australian landline and mobile numbers, MMS and SMS as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 3G/4G compatible handset.

What's excluded from your monthly call allowance

International Calls, International MMS, National video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at www.telechoice.com.au/?/pricing-plans

Excluded functions: Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

Monthly data allowance

The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of \$10 (\$0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes). A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

Devices

The following compatible devices will have to be brought in to avail services:

- The mobile device which supports 3G 850 MHz
- For access to the 4G service, both 4G 1800MHz and 4G 700 MHz bands.
- For access to 5G service, 5G 3.6 GHz banding

Download Speeds and Speed Caps

When utilizing our mobile plans with 4G connectivity, the download speeds for the allocated data are limited to 100Mbps, while our 5G plans have a cap of 250Mbps. It should be noted that these speed limitations are influenced by various factors, including but not limited to geographical location, proximity to the base station, local conditions, concurrent users, and hardware and software configurations. To access the higher speeds of 5G, it is necessary to possess a device compatible with 5G technology and be situated within Screwloose Telco's 5G coverage area, which currently encompasses a minimum of 75% of the Australian population. You can refer to our coverage map available at <https://screwloose Telco.com.au/> to verify the extent of our network coverage.

We acknowledge the significance of consistent and dependable speeds, which is why we exert diligent efforts to optimize our network for the most optimal user experience. However, it is important to bear in mind that certain external factors beyond our control may impact your speeds.

Factors Influencing your Actual Speeds

Data download and upload speeds. The speed you will experience on your mobile device is limited by many factors such as:

- The topography of your location (for example any obstructions of the line of sight to the base station)
- Your distance from the base station
- The local weather conditions (like extreme heat or heavy rain)
- How many other users are accessing the mobile network from the base station at the same time
- Whether your device supports the relevant mobile network spectrum bands
- The hardware and software configuration on your device
- Any speed cap or other restriction applied to your plan
- The destination of your internet browsing session (e.g. a busy web server).

What is the Telstra Wholesale Mobile Network?

Telstra Wholesale is the business unit in Telstra which sells telecommunications solutions to resellers, who create products for businesses and consumers in Australia. Telstra Wholesale provides access to the Telstra Wholesale Mobile Network which is used by leading retailers and resellers to support their consumers with mobile connectivity plans. These resellers are often called Mobile Virtual Network Operators, or MVNOs.

The Telstra Wholesale Mobile Network uses parts of Telstra's mobile network.

This page gives you details of the capabilities and benefits of the Telstra Wholesale Mobile Network.

Telstra Wholesale Mobile Network Coverage

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G⁴, 4G or 5G and covers more than 1.6m square kilometres of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.

⁴ *At end June 2024 3G network services will cease.

What happens if I Exceed my Data Allowance?

When you exceed your data allowance, you will not be allowed to use any more data and you will not be charged any more. There are three ways to get more data with Screwloose Telco:

- Top up your data bank via the Screwloose Telco portal. If you need a quick data boost, this option is for you. However, you'll have to pay for it.
- Upgrade your plan to one with more data each month. This option is ideal if you require a lot more data, but not immediately. After upgrading, your new data allowance will kick in for your next payment cycle.
- Ask a friend or a colleague with a Screwloose Telco service to gift you some data. With this option, the amount of data you receive will depend on what your friend can hook you up with. Both a top-up and a gift will be deposited into your data bank pretty quickly. Choosing the best option for you depends on why you need more data and when you need it.

Data Rollover

Any unused data at the end of your billing cycle will be accrued up to a limit of 500 Gbytes⁵. Anything over the 500 Gbyte cap will be automatically removed from your account.

Can I Change my Plan?

Screwloose Telco provides the flexibility to modify your plan size once during each monthly payment cycle. The changes in plan and pricing will be implemented from the beginning of the subsequent monthly payment cycle. Please note that if you decrease your plan size, there will be no reimbursement for any data already paid for under the higher data plan for the current month. If you downgrade your plan, you will lose any roll over data that you've accumulated.

Gifting Bundles

As an integral component of your strategy, you possess the capability to bestow data to another Screwloose Telco subscriber in increments of 1GB. Moreover, you have the option to retain any remaining data at the conclusion of each month, thereby enabling you to amass supplementary data for prospective utilisation.

Voicemail:

Screwloose Telco provides a personal answering service with a custom greeting for missed calls. You can also receive converted text messages for up to 10-second voicemails. To set up your voice mail, call 141 and follow the prompts.

Restrictions on Services:

Certain operator types, including satellite numbers, premium numbers, and international numbers outside of selected add-on destinations, cannot be contacted via calls or texts. Screwloose Telco's services are exclusively accessible within Australia.

Cost and Billing:

A SIM card fee of \$5.00 + GST is charged at the time of shipment. Upon service activation this amount is credited to your account. The monthly billing for your service will commence from the date of service activation. Automated invoices are generated that may either be paid on account or via a direct debit mechanism.

⁵ NB if you downgrade your plan, you will lose any accrued data up to the point of changing your plan.

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Supplementary bolt-on packs, such as the International Call and excess data packs will be added to your next invoice in our normal billing cycle.

Should you decide to cancel your service, you may do so through the Screwloose Telco website or with your re-seller. Our standard notice period is 30 days and the service will be billed for 30 days after the date of cancellation.

Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data, and call inclusions, call and IDD Bolt On inclusions. You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances.

Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

Special promotions and value adds

This summary excludes any special promotions or value adds that may be associated with your contract of may be added by you after your contract commences.

Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device.

Annual Price Review

Our mobile and data plans include an annual price review and may increase in line with CPI in July each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and occurs within your July billing cycle. We'll let you know before any changes take effect.

Urgent complaints

If a complaint is urgent and cannot be resolved immediately by the Help Desk, we will refer it directly to a Manager for investigation, and provide you with a response within 2 business days. We treat complaints as urgent if:

- you have applied for, or receive, assistance under our Financial Hardship Assistance Policy and it is clear to us that your complaint exacerbates your financial hardship;
- your issue is about a disconnection that is about to happen, or has happened, in error;
- your request for connection has been delayed due to our error;
- your issue is an unresolved or recurring fault;
- your complaint involves a delay in the transfer/porting of services to/from Screwloose IT; or

- your complaint is about a service or situation that is dangerous to you or others.

Please let us know if you believe your complaint is urgent.

Implementing a solution

We will advise you by telephone or in writing (by email) of the outcome of your complaint.

If we propose a solution to your complaint, we will ask if you are satisfied with that solution. A proposed solution must be accepted by you before we are required to implement it.

We will not close your complaint without your consent unless it has already been escalated and:

- you've told us that you're unsatisfied with the progress or proposed resolution of your complaint and in response we have advised you of your options for external dispute resolution, including the TIO; or
- we have not been able to contact you for more than 10 business days after an attempt to contact you in writing; or
- after careful consideration, we have advised you that we reasonably believe that your behaviour or complaint is frivolous or vexatious (and the reasons why) and explained your options for external dispute resolution.

We will never cancel your service only because we have been unable to resolve your complaint to your satisfaction and you have elected to seek assistance via an external dispute resolution avenue.

Telecommunications Industry Ombudsman

If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.



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