

# MOBILE PLANS



## CRITICAL INFORMATION SUMMARY

### Information about the service

Here's a quick summary of the important bits about your mobile plan.

It covers things like the inclusions and how much it costs each month.

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

### What's included and excluded

Unlimited national call value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers. **Micro, & Small** plans, unlimited included value cannot be used for making calls and sending SMS/MMS to international numbers. **XXL, XL, Large & Medium** plans have IDD to selected countries (Calls/SMS). Video MMS, calls to satellite numbers, usage when roaming overseas, among other assistance and special numbers will incur excess usage charges to your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred. Your monthly data allowance gives you access to the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

### Using your service overseas

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data boltons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### Additional Features

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service. Please refer to Additional Features Sheet for more information.

### Minimum Term

Plans are month to month, with no ETF.  
Billing cycle: Charges and inclusions are metered from 28th to 27th of each month  
Plan activation: Prorated according to remaining days in the bill cycle

### Changes to your plan

Not prorated. New plan rate will apply in full on the day of the change, unless made on 27th of the month

Plan disconnection/port away: Not prorated. No credit will apply for remaining days in the bill cycle.

If you exceed your Monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

### Check your Usage

You will need your account number and password to login.

Forgot your password?

Just contact us and we can reset it for you.

Login to your My Account portal on our website.

<https://managemyaccount.com.au/index.php?r=site/login&id=349>

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PLAN	MICRO		SMALL	MEDIUM	LARGE	XL	XXL
Minimum Monthly Charge	\$16		\$32	\$38	\$47	\$60	\$83
Monthly Data	5GB		10GB	22GB	32GB	90GB	180GB
IDD To selected Countries**	-			Unlimited			
Standard SMS MMS	Unlimited						
Standard Call	Unlimited						
Min Term	Month to Month						

Selected Countries\*\* Canada, China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, Thailand, United Kingdom, USA, Vietnam.

### Other Information

If you have any questions, we encourage you to contact your agent: WTCO  
sales@wtco.com.au  
1300 765 985

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit:

[tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

Visit [www.yourcalltelecom.com.au](http://www.yourcalltelecom.com.au) to find more information about call and data usage.

This CIS is a summary only. Please contact WTCO for more information or visit our website [www.wtco.com.au](http://www.wtco.com.au) for full Terms & Conditions.

This information is current as of 07/01/2021 and is subject to change without notice.

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

\*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of WTCO ACN 162 132 827 provides Micro, X-Small, Small, Medium, Large, XL & XXL mobile plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 306-November 2020. 18. Not to be used in conjunction with any other offer and/or promotion.

19. WTCO reserves the right to vary the terms of any plans and promotions at any time. 20. Full terms and conditions as per the Application Form.