

# WTCO – Critical Information Summary (CIS)

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## Mobile Plans

### Information about the service

WTCO Mobile plans are delivered over the Telstra Wholesale 4G and 5G mobile network. These SIM-only post-paid services are suitable for personal and business mobile use. All plans include unlimited standard national talk and text, access to mobile data, and optional data banking up to 1,000GB.

- Minimum term: Month-to-month (no lock-in)
- What's included: Unlimited AU calls/SMS, voicemail, mobile data, data bank rollover
- What's not included: International calls/SMS/MMS, premium numbers, roaming unless bolt-ons applied
- Availability: Requires coverage on the Telstra Wholesale mobile network

### Information about pricing

Plan Name	Data Allowance	Network Access	Speed Cap	Monthly Price (inc. GST)
Mobile 10GB	10GB	4G	100/100 Mbps	\$30
Mobile 15GB	15GB	4G	100/100 Mbps	\$33
Mobile 29GB (5G)	29GB	5G	150/150 Mbps	\$40
Mobile 40GB (5G)	40GB	5G	250/250 Mbps	\$55
Mobile 100GB (5G)	100GB	5G	250/250 Mbps	\$77

### Setup & other fees

- WTCO setup fees: \$0 (standard activation)
- SIM card delivery may incur postage fee
- Plan changes: Effective immediately, full plan fee applies
- Disconnection: Not pro-rated; no credit for unused days

### Billing

- Billing period: Monthly in advance; pro-rata in first month
- Payment methods: Standard WTCO payment options; late fees may apply
- Excess usage: \$0.03 per MB unless \$10/1GB Auto Bolt-On enabled



## Other Information

- Coverage is subject to the Telstra Wholesale network footprint (4G ~96.5%, 5G availability varies)
- Services not available in all areas; check at <https://mobilemaps.net.au/maps/api/embed/4G/>
- Mobile plans are subject to WTCO's Fair Use Policy
- 1,000GB data bank applies to eligible plans
- Mobile devices must support 4G or 5G depending on plan

## Customer Service & Complaints

-  1300 765 985
-  [service@wtco.com.au](mailto:service@wtco.com.au)
-  [www.wtco.com.au](http://www.wtco.com.au)

- **Support & Faults:** 1300 765 985 (Mon–Fri 8am–8pm; Sat–Sun & Public Holidays 9am–5pm)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the Telecommunications Industry Ombudsman (TIO), you can do so as follows: Phone: **1800 062 058** | Fax: **1800 630 614** | Online: <http://www.tio.com.au/making-a-complaint>

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