Critical Information Summary - Occom Mobile (Telstra) Broadband Plan

Overview

Plan Name	15GB	45GB	65GB	100GB	120GB	150GB	180GB
Network Type	Telstra 5G	Telstra 5G	Telstra 5G	Telstra 5G	Telstra 5G	Telstra 5G	Telstra 5G
Min Monthly Spend (incl. GST)	$28.00	$34.00	$38.00	$46.00	$56.00	$62.00	$68.00
Included Data	15GB	45GB	65GB	100GB	120GB	150GB	180GB
Minimum Term	1 Month						
Data Bank Limit	1000GB	1000GB	1000GB	1000GB	1000GB	1000GB	1000GB
Standard National Calls	N/A						
Standard National SMS/MMS	N/A						
International Roaming	N/A						
IDD to selected countries (calls/SMS)*	N/A						
Auto Top-up	Disabled						

1. Information about the Service

Description of the Service

The service provided under your Occom Mobile (Telstra) Broadband Plan is a mobile broadband service that allows you to access mobile data in Australia. A physical SIM card or an eSIM is provided when signing up.

Minimum Term

- 1 Month

What's Included

- Telstra 5G Network Coverage All Australia-wide
- 3 in1 SIM designed to fit all mobile handsets and devices, or an eSIM T&C and Fair Use Policy applies.

What's Not Included

- A compatible, unlocked mobile handset or modem

Data Banking

At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The amount of data that can be banked ranges from a minimum of 500GB to a maximum of 1000GB, depending on your plan. Any unused data from your data top-up will be carried forward into your data bank. Your banked data will remain if you upgrade to a higher-cost monthly plan. Any data in your data bank is forfeited if your mobile plan is downgraded to a lower-cost monthly plan. Data Banking is for domestic use only and cannot be used if the service roams outside of Australia.

Excess Data Usage

If you exceed your monthly included value and there is remaining in your data bank, you will start consuming the data bank. Auto data top-up is disabled by default. If you need to top up data, please contact Occom to request a top-up for usage.

Track Your Usage

You will be sent SMS alerts when you reach 50%, 85% and 100% of your monthly data allowance. These SMS alerts are only a guide and may be behind real-time usage. You can get details about your call and data usage by logging in to Occom's customer portal or by sending 'bal' to 179.

Changing Your Plan

You can upgrade or downgrade your plan by calling our Support Team before the 26th. There is no charge to change your plan, however you will not receive a refund for any amount that you have paid in advance. The change of the plan will be effective on the next billing date 28th.

Cancellation
Your service will be automatically renewed each month unless you inform us you wish to cancel your service. You must contact Occom to cancel the service before 26th:

1. If you transfer your number to a new provider;
2. If you no longer need your mobile service

A new monthly fee will apply if the cancellation and the port-out date are after the 27th. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts you have paid.

Final Bill
When you cancel your Occom Mobile (Telstra) service(s), all costs are calculated then a bill will be sent to you to finalise your account. You may receive the bill up to 30 days after your service is cancelled. Your final bill may include all charges and fees incurred up until the end of the bill cycle in which the service was cancelled. If you cancel after 26th, you will receive the final bill with a new monthly fee.

2. Information about the Pricing

Service Activation and First Bill
Service charges begin from the day you activate your SIM card. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill may be higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

Bill and Billing Cycle
You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing cycle will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via email.

Direct Debit Date
You will pay your bill by Direct Debit by the due date which is the 15th of each month. If 15th does not fall on a business day, the actual debit date will be the next business day from the 15th. A direct debit surcharge may occur.

Mobile Billing Policy
For more information about other fees, charges, and policies applicable to your plan, see Billing Policy.

3. Other Information

Promotions & Special Offers
The above information is based on the standard service offering and is only a summary, it does not include any special offers or promotions that may be offered on these plans, such as discounts or bonus data. 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.

Complaints Handling
You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website mentioned in our terms and conditions. The policy explains how you can make a complaint and how your complaint will be addressed. If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist. Our Customer Service staff can be contacted by:

- Email – support@occom.com.au
- Phone – 02 8005 3925
- Mail – Level 5, 104 Mount Street, North Sydney, NSW 2060

You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

- Email – Escalation@occom.com.au

Further Complaint Options
You will find most matters can be handled by Occom's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within Occom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visiting the TIO website at www.tio.com.au/complaints.