Critical Information Summary

PEAK CONNECT MOBILE PLANS

	15GB $46	45GB $53	65GB $60	100GB $66	120GB $73	150GB $79	180GB $85
	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month
Network	5G	5G	5G	5G	5G	5G	5G
Calls (Standard Domestic calls to fixed and mobile numbers, 13xx and 1800 numbers.	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National SMS (Standard Domestic)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National Standard MMS*	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data	15GB	45GB	65GB	100GB	120GB	150GB	180GB
IDD to selected countries (calls/SMS)**	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
*Prices include GST *Does not include video MMS. **See International Calling section for list of countries*							

Information about the service

This is a post-paid mobile phone service, which gives you access to our 5G 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.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, video MMS, calls to satellite numbers, usage when roaming overseas, among other assistance and special numbers. These 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.

Included data – receive data every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

Included international call value – included international call value on all plans.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

Canada	China#	Germany#
Greece#	Hong Kong#	India#
Indonesia#	Ireland#	Malaysia#
New Zealand#	Singapore#	Thailand
United Kingdom#	USA	Vietnam#

#includes calls to mobile

Information about pricing

Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Using your service overseas

Your monthly included call and data value does not include usage while you are overseas, so you will be charged separately for this usage.

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

Additional Features

International Roaming and Domestic Bolt-ons, are available for this service.

Please refer to Additional Features Sheet for more information.

Customer Service Contact Details

You can contact PEAK CONNECT Customer Service by calling 1300 761 492 or by emailing support@peakconnect.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at www.peakconnect.com.au or by emailing support@peakconnect.com.au Our complaint handling policy can be downloaded at http://PeakConnect.com.au/support/policies

Telecommunication Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint