

**Critical Information Summary**

**PEAK CONNECT MOBILE DATA POOLING PLANS**

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| --- | --- | --- | --- | --- |
|  | 3gb **$33** | 10gb **$40** | 20gb **$44** | 40gb **$55** |
|  | 1 Month | 1 Month | 1 Month | 1 Month |
| **Calls (Standard Domestic calls to fixed and mobile numbers, 13xx and 1800 numbers.** | Unlimited | Unlimited | Unlimited | Unlimited |
| **National SMS (Standard Domestic)** | Unlimited | Unlimited | Unlimited | Unlimited |
| **National Standard MMS\*** | Unlimited | Unlimited | Unlimited | Unlimited |
| **Included Data** | 3GB | 10GB | 20GB | 40GB |
| **IDD to selected countries (calls/SMS)\*\*** | - |  | Unlimited | Unlimited |
| *Pool Setup Fee (onetime fee – per Pool) $10 – with Auto Topup of 10GB available.* | | | |  |
| *Prices include GST \*Does not include video MMS. \*\*See International Calling section for list of countries* | | | |  |

**Information about the service**

Data pooling is great for businesses with large numbers of mobile subscribers. Subscribers who are enrolled into a data pool can contribute their mobile plan data allowance for use by others in the pool.

Individual usage limits can be set; for example, a 3GB consumer might have a 5GB limit set, so they don’t consume significantly more than their plan contribution allows.

**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. Data Banking does not apply – the data pool will be forfeited at the end of each billing period.

**Included international call value** – included international call value only for 20GB and 40GB Plans, to select destinations.

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**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’re overseas, so you’ll 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](mailto: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](http://www.peakconnect.com.au) or by emailing [support@peackconnect.com.au](mailto:support@peackconnect.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](http://www.tio.com.au/making-a-complaint)