cloudtelecom

4G mobile

critical information summary for your $69 mobile plan

Information About The Service

The service:

This is a mobile service that offers an included value that can be used to make national phone calls and send SMS. It also includes a monthly data allowance.

Bundling:

This service is not conditional on any bundling arrangements but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

Mandatory components:

You will require a mobile phone to use this service. Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with a mobile phone.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

The call/SMS value cannot be used to call or text international destinations and for mobile premium services. You can also not use your included value or data allowance overseas.

Once the included call/SMS value has been used, standard call charges apply. Once the data allowance has been used excess charges apply.

Information About Pricing

Minimum monthly charge:

Minimum monthly charge	$59.00	**$69.00**	$89.00
Minimum total charge for 24 months	$1416.00	**$1656.00**	$2136.00
Monthly included national calls	1000 mins	**2000 mins**	3000 mins
Monthly included SMS value	unlimited	**unlimited**	unlimited
Monthly included data allowance	500MB	**1GB**	1.5GB
Cost of calling (voice) a national land-line or a national mobile	15c/min (no flagfall)	**15c/min (no flagfall)**	15c/min (no flagfall)

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Cost of sending a national MMS	50c	**50c**	50c
Voicemail retrieval	unlimited	**unlimited**	unlimited
Cost of calling national 13/1300/1800 numbers	15c/min (no flagfall)	**15c/min (no flagfall)**	15c/min (no flagfall)
Calls to international numbers	Visit www.optus.com.au/international		

You will be billed in 30 second increments.

Maximum monthly charge:

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Unit Pricing Information:

Minimum monthly charge	$59.00	**$69.00**	$89.00
Cost of making a 2 minute standard national mobile call (incl. flagfall)	30c	**30c**	30c
Excess data charges	25c/MB	**25c/MB**	25c/MB
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls:	500	**1000**	1500

Other Information

Usage information:

You can monitor your usage at https://customerportal.utilibill.com.au/cloudtelecom/ or by calling us on 1800 358 339

International Roaming:

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them. For further information please visit www.optus.com.au/roaming.

Coverage

Before purchasing this product check Optus Open Network™ coverage in your area at www.cloudtelecom.com.au/mobile/mobile-coverage/ or contact Cloud Telecom on 1800 358 339 for assistance.

Service Details

This mobile plan uses the Optus network. Cloud Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Optus.

For further information on the Optus network please visit http://www.optus.com.au/network

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 358 339.

You can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: http://www.tio.com.au/making-a-complaint

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