



## CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.

### Freedom Broadband 20GB Monthly Plan

<b>Description</b>	Monthly mobile post-paid service plan with inclusions and exclusions described in this Critical Information Summary
<b>Minimum monthly charge</b>	<b>\$45</b>
<b>Included Data</b>	<b>20GB</b>
<b>Included Minutes</b> (standard national calls, 13, 1300, 1800 numbers and voicemail)	<b>UNLIMITED</b>
<b>Standard National SMS</b> (per SMS of up to 160 standard characters)	<b>UNLIMITED</b>
<b>Standard National MMS</b> (per message)	<b>UNLIMITED</b>
<b>Excess Data Charges</b>	Excess data is charged at \$3 per gig
<b>International SMS</b> (Originating in Australia)	\$0.31 per SMS up to 160 standard characters
<b>Term</b>	Month to month plan which may be terminated before 12PM on the last day of the calendar month. If cancelled in the first month, the pro-rata minimum monthly charge is payable.

## INFORMATION ABOUT THE SERVICE

In order to use the service, you must first have a Freedom Broadband SIM card, which may be ordered through our website or by calling 0423 355 151. You need to have your own mobile device.

## DATA

Data included in the plan are for use within Australia only. The 20GB included data offer equates to \$0.0025 per 1MB. Any unused data expires at the end of each billing month.

## STANDARD CALLS, SMS AND MMS

Included minutes are for standard national calls to landlines and mobiles, 13, 1300, 1800 numbers and voicemail, within Australia.

Included SMS are to local numbers only. SMS sent to international numbers will be charged at \$0.318 per message. Local MMS are unlimited.

## EMERGENCY SERVICES

Freedom Broadband will provide services to emergency service numbers such as but not limited to 000 & 112 free of charge.

## CUSTOMER SERVICE

We are focused on a great customer experience and if you have any issues at all with your service please call our helpdesk on 1300 163 180 or email [helpdesk@freedombroadband.com.au](mailto:helpdesk@freedombroadband.com.au).

## CANCELLATION

Freedom Broadband will provide services to you from the service start date, in accordance with the agreement, until the service is cancelled in accordance with the clauses spelt out under the section "Cancellation".

## TRACKING YOUR SPENDING

- At this stage we do not offer a tracking service.

## FINANCIAL HARDSHIP

If customers or former customers are unable to pay their bill due to financial hardship caused by illness, unemployment or another reasonable cause, Freedom Broadband offers a number of options. Our Financial Hardship Policy can be found [here](#).



## WHAT'S NOT INCLUDED

Your monthly calls, text and data cannot be used overseas and do not include calls to directory assistance, video calls, 1900 premium numbers or content charges. For details of those charges please see your pricing plan that can be found [here](#). International calls, international MMS and roaming data/voice/SMS are not available on this plan.

## FAIR USE POLICY

Our Fair Use Policy's purpose is to ensure Freedom Broadband can continue to deliver quality mobile services to all our customers. It guides our customers so that you don't use our services in a way we deem "inappropriate" or "unacceptable", and avoids legal, infringement, and data security issues. Please see [here](#) for full details.

## BILLING

We will send you an invoice around the 3<sup>rd</sup> of the month and then debit your credit card by the amount you owe.

## CUSTOMER COMPLAINTS AND DISPUTES

Contact customer care by email at [helpdesk@freedombroadband.com.au](mailto:helpdesk@freedombroadband.com.au), or call 1300 163 180 to raise a complaint or a dispute.

Operating hours:

- 8am - 8pm AEST/AEDT Monday – Friday;

If you are not satisfied with our review of the complaint, or with the way in which we handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us.

To lodge a complaint with the TIO you can call 1800 062 058; visit its website at [tio.com.au](http://tio.com.au); or send a complaint form via post to PO Box 276 Collins Street West, VIC, 8007 or by fax at 1800 630 614. If you need a complaint number from Freedom Broadband, please raise an inquiry to us first. The TIO will expect you to have attempted to resolve the issue with us before lodging a TIO complaint.