

## Critical Information Summary - 4G Voice/Data Plans

### 4G Voice/Data Plans

Included/Details	Basic 3GB	Connected 10GB	Saver 30GB	Value 40GB	Hungry 100GB
Minimum plan cost per month + PAYG charges	\$15	\$20	\$30	\$40	\$50
Maximum plan cost per month + PAYG charges	\$15	\$20	\$30	\$40	\$50
Data Cost per GB	\$5.00	\$2.00	\$1.00	\$1.00	\$0.50
Termination Charge	\$0	\$0	\$0	\$0	\$0
Minimum Term	1	1	1	1	1

### THE SERVICE

In partnership with Aussie Broadband, SDL Technology provides a 'SIM Only' service for use with an existing/byo mobile phone.

### AVAILABILITY

The mobile phone services that SDL Technology provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5% of the Australian population.

### HOW TO ACCESS

- You will need a 4G capable mobile phone handset that is unlocked in order to use this service.
- You can port your existing active number across from another carrier or request a new phone number for this service.

### INCLUDED

- All calls to mobile or fixed phones within Australia – including SMS and MMS (multi-media messages)
- Voicemail and calls to 13, 1300 and 1800 numbers (additional features as per your chosen plan)
- 40GB & 100GB plans also includes \$50 IDD credits. (Note: International calls are disabled by default for 3GB, 10GB and 30GB plans. Contact our customer support team for advice on variations. Australian-based phone support)

### BUNDLING

- Option to bundle features – inquiries to our staff. Monthly billing applies

### TERMS AND BILLING

- Monthly billing
- Minimum term – one month
- Plan changes applied on monthly anniversary date of switch-on.

## CHOOSING SDL 4G VOICE/DATA PLANS

Requires agreement to our business terms and conditions. Conditions include possible restriction and/or cancellation of service if you fail to pay your bill, if you abuse or otherwise ill-treat our staff, or if you breach our terms and conditions or fair use policy, available at <https://www.sdltechnology.com.au/legal>

Note: SDL plans do not provide access to Premium call services such as 1900 numbers.

Data usage will cease working on customer's phone once data limit is reached. Top-ups available – see below. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage

## PRICING

- No set-up fees. No exit fees.
- First SIM card free. Replacement cards - \$20 incl express postage.
- Top-ups: \$10 for 1GB / \$15 for 5GB / \$20 for 20GB. Top-ups expire at end of month.

### Non-included services incurring PAYG charges

- Call forwarding
- International numbers - all SMS (\$0.35) and MMS (\$0.50) to international numbers
- International calls placed to a country that becomes a non listed country, will incur additional PAYG charges and not be included in the IDD credit
- Dial IT services (time, weather etc)
- Directory Assistance 1225 international and 1223 national
- Video calls and calls to mobile satellite phones
- 2 factor authentication SMS from Apple when setting up Facetime or iMessage services

## Other information

Usage information can be accessed via SDL Technology's Client Portal, which is made available as a service at sign-up.

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

## Contact:

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