

## CRITICAL INFORMATION SUMMARY

### Mobile 5G Voice & Data Services

Mobile Plan	Monthly Data Allowance	Price per month	Unlimited International Calls
Mid	32 GB	\$49.00	15 countries (see list)
Large	90 GB	\$ 65.00	15 countries (see list)
Jumbo	180 GB	\$ 82.00	15 countries (see list)

### Information about the service

A Click Access mobile phone service is a “SIM only” service for use with existing mobile phone handsets.

#### Where is it available?

The mobile product of Click Access uses the Telstra Wholesale Mobile Network.

Click here: [www.telstrawholesale.com.au/mobile-network](http://www.telstrawholesale.com.au/mobile-network) to learn more.

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.7m square kilometres of the Australian landmass. The service provides 5G coverage reaching more than 75% of the Australian population.

Upload and Download speeds are capped at 100Mbps (Mid & Large Plans).

Upload and Download speeds are capped at 250Mbps (Jumbo Plan).

#### What's Included and Excluded

Included- Unlimited national call value – all calls to fixed and mobile numbers, calls to 1800, and 13-1300\* numbers, standard SMS and photo MMS, and voicemail retrieval.

\*Telstra retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

Your unlimited included value cannot be used for making calls and sending SMS/MMS to international numbers other than those included in the included value section, video MMS, calls to satellite numbers, usage when roaming overseas, and other assistance and special numbers. These will incur excess usage charges to your monthly bill.

Data sharing is not available on these plans.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

Receive data every month to access the mobile data network. Monthly data allowances are detailed in the price table above.

#### Minimum Term

The minimum term of the service is one month.

There are no early termination fees for this service.

#### Unlimited International Call Value

With your monthly plan allowance, you can make unlimited international calls to the following 15 countries:

- China (national and mobile)
- France (national and mobile)
- Germany (national and mobile)
- Greece (national and mobile)
- Hong Kong (national and mobile)
- India (national and mobile)
- Ireland (national and mobile)
- Malaysia (national and mobile)
- New Zealand (national and mobile)
- Singapore (national and mobile)
- South Korea (national and mobile)
- Thailand (national only)
- United Kingdom (national and mobile)
- USA (national only)
- Vietnam (national and mobile)

## Data Banking

All mobile plans include data banking. At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is 500 GB. Any data in your data bank is forfeited if your mobile plan is downgraded. Your banked data will remain if your mobile plan is upgraded.

## 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 voice packs are available to be used overseas and can be activated when you arrive at your destination. Contact us for assistance in activating a roaming pack or for more information.

Pack Code	Pack Name	Data Inclusions	Call Inclusions	SMS Inclusions	Validity	Price
ROAM5	5GB Travel Pack	5GB	30 Minutes	30 SMS	7 Days	\$35.00
ROAM10	10GB Travel Pack	10GB	60 Minutes	60 SMS	14 Days	\$60.00
ROAM3	3GB Travel Pack	3GB	300 Minutes	300 SMS	3 Days	\$65.00

Travel packs can be utilised in the following countries:

Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, Korea (the Republic of), Latvia, Lithuania, Luxembourg, Macao, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russian Federation, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan (Province of China), Thailand, Tonga, Turkey, United Arab Emirates, United Kingdom of Great Britain and Northern Ireland, USA, Vanuatu, Vietnam.

## Additional Features

A 2 GB data bolt-on is automatically added to your service if you use all available data according to your monthly plan allowance. This bolt-on is added to your service at a cost of \$10.00. A maximum of five automatic bolt-ons are added per month. If you exhaust the 2 GB automatic bolt-on feature, a 1 GB one-off bolt-on is available for \$10.00.

A recurring 5 GB data bolt-on is available at a cost of \$35.00 per month.

## Information about pricing

Refer to the pricing table for plan pricing, data allowances, inclusions and exclusions.

There is no set-up fee for this service. There is no charge to port (transfer) your service from your old provider.

You will require a new SIM card to be provided by Click Access when ordering a new service or porting your existing service to us. Your first SIM card for any service is free. You can choose from a physical SIM card or an eSIM.

A replacement SIM card will cost \$15.00 including postage.

## Accounts & Billing

Your monthly charges and inclusions are metered and billed from the 28th to 27th 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).

Plan disconnections are not pro-rated. No credit will apply for remaining days in the bill cycle.

We will send you a monthly bill via email. If you would prefer a paper bill to be posted to you, a monthly fee of \$2.00 applies and will be added to your bill.



## Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill by the due date.
- You are abusive to our team.
- You breach our terms and conditions or our fair use policy. Copies of these documents are available on our website: [www.clickaccess.com.au](http://www.clickaccess.com.au)

## Other Information

If you have any questions, need technical support, or have account queries, we encourage you to contact us:

Click Access Pty Ltd

Email: [info@clickaccess.com.au](mailto:info@clickaccess.com.au)

Phone: 07 5315 5440

Mail: PO Box 1255, Buderim QLD 4556

Our business hours are 8.00 am to 5.00 pm, Monday to Friday. We are closed on public holidays.

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.clickaccess.com.au/complaints-process/>

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit: [www.tio.com.au/contact-us](http://www.tio.com.au/contact-us)

This summary is valid as of December 2024.