CRITICAL INFORMATION SUMMARY

Mobile Voice with Shared Data

4G Mobile Plans	Mini	Standard
Minimum Monthly Charge	$ 35.00	$ 45.00
Monthly data to share	10 GB	30 GB
Max Upload/Download Speed	100/100 Mbps	100/100 Mbps

5G Mobile Plans	Large	Jumbo
Minimum Monthly Charge	$59.00	$ 65.00
Monthly data to share	45 GB	60 GB
Max Upload/Download Speed	100/100 Mbps	250/250 Mbps

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 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 4G coverage reaching at least 98.8% of the Australian population.

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.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers) are barred.

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

Unlimited International Call Value

With your monthly plan allowance, you can make unlimited international calls to the following countries: (only available on the 4G Standard, 5G Large, and 5G Jumbo Plans)

- 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)

These mobile plans do not feature data banking. Any unused data expires at the end of each billing cycle.

Minimum Term

The minimum term of the service is one month. There are no early termination fees for this service.

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 10 GB data bolt-on is automatically added to your service if all available data according to the monthly plan allowance is used.

This bolt-on is added to your service at a cost of $60.00.

Information about pricing

Refer to the pricing table for plan pricing and data allowances.
A once-off fee of $10.00 is charged to set up the 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. If you choose a physical SIM card, we will charge you $10.00 for postage.
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

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
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

This summary is valid as of February 2025.