# CRITICAL INFORMATION SUMMARY

## Mobile 4G Voice & Data Services – Optus Network

| Mobile Plan | Monthly Data Allowance | Price per month |
|---|---|---|
| Low | 5 GB | $ 23.00 |
| Medium | 30 GB | $ 32.00 |
| Large | 60 GB | $ 42.00 |

## 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?

This mobile product of Click Access uses the Optus Mobile Network.

### 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.

Your unlimited included value cannot be used for making calls and sending SMS/MMS to international numbers, 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.

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.

### Additional Features

If you use all available data according to your monthly plan allowance, we can provide a 1GB data bolt-on. This bolt-on is added to your service at a cost of $10.00.

### 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 Name | Data Inclusion | Validity | Price |
|---|---|---|---|
| 1GB Travel Pack | 1GB | 1 Day | $10.00 |

## 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.

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 December 2024.