CRITICAL INFORMATION SUMMARY

5G Mobile Voice Services

Plan	Basic	Standard	Medium	Large	Super	Jumbo
Monthly Charges	$34/month	$40/month	$45/month	$52/month	$60/month	$75/month
Monthly Data Allowance	15GB	45GB	65GB	100GB	120GB	180GB
Network Access	5G	5G	5G	5G	5G	5G
Max Upload/Download Speed	150/150Mbps				250/250Mbps	
Minimum Term	1 month					
Data Banking	Up to 1000GB					
Calls + SMS + MMS + MessageBank® (to standard Australian numbers)	Unlimited					
Video MMS	Not included					
Calls + SMS (to international numbers)**	**Unlimited – to selected countries (see list below)					
International Roaming	Roaming packs available. See below for details.					

Information about the service

A Click Access mobile phone service is a SIM only service for use with an existing mobile phone handset. You may bring your own compatible device with this plan. You must ensure that your device is compatible, or it may not be able to make calls, including calls to emergency services.

Where is it available?

The mobile product of Click Access uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors.

Predicted coverage details are available at
https://www.telstrawholesale.com.au/products/mobiles/coverage

Plan Speeds

Plan speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

What's Included & Excluded

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.

*Note: Telstra retail numbers 132000, 132203, 132674, and 132999 are charged as excess usage.

Your unlimited included value cannot be used for 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), Sensis calls or other content charges (including third party charges) are barred.

Receive a monthly data allowance to access the mobile data network within Australia. Monthly data allowances are detailed in the price table above.

Excess data is charged at $0.022 per MB.
Data sharing is not available on these plans.

All plans are eligible for unlimited international calls and SMS to selected countries as follows:

- 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)
- United Kingdom (national and mobile)
- United States of America (national)
- Vietnam (national and mobile)

Any calls made to international destinations other than the above list are subject to call charges.

Minimum Term

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

Data Usage

You will receive SMS alerts in near real-time when you reach 50%, 85%, and 100% of your data allowance. To check your data usage/balance text "BAL" to 179.

Data Banking

All 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 1000GB. 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.

CRITICAL INFORMATION SUMMARY

5G Mobile Voice Services

Using your service overseas with international roaming

Your monthly included call and data value does not include usage while you're overseas, so you'll be charged separately for this usage. International roaming is enabled on all mobile plans. You can disable international roaming on your plan by contacting us. Roaming travel packs are available to be used overseas and can be activated when you arrive at your destination. Travel Packs can be used in a range of overseas destinations, find the full list on our website: www.clickaccess.com.au/mobile-phone-plans. Contact us for assistance in activating a roaming pack or for more information.

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

Additional Features

A 2GB 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 2GB data bolt-ons are added per month. If you exhaust the 2GB data bolt-on, a 1GB one-off bolt-on is available for $10.00. Bolt-ons will only be added if you exhaust your included data allowance and your banked data.

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

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service. Our Fair Use Policy document is available to view on our website.

Information about pricing

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

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. If you require us to post your physical SIM card to you, a postage cost of $9.50 will be applied to your first bill. If you require a replacement SIM card at any time, we will apply a fee of $10.00 to your bill.

Can Click Access change my plan?

From time to time, we may make changes to your plan, or we may need to move you to a new plan (which may cost more). If we need to change your plan, or move you to a new plan, we will give you 30 days' notice before making those changes. Notice will be sent to your nominated email address. If you don't like the changes or the new plan, you can cancel your plan. If you cancel your plan, you will need to pay out the remaining fees on your monthly account.

Can I change my plan?

Yes, you can change your plan at any time by contacting us on 07 5315 5440.

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.

All bills are delivered by email. Please contact us if you would like a paper bill. If you require a paper bill to be posted to you, a monthly fee of $3.00 applies and will be added to your bill.

We require full payment of your monthly account by the 15th of each month. Failure to pay your account by the due date will result in a late payment fee of $15.00 being added to your account.

We have a number of payment methods available, these are listed on your monthly bill. The preferred method of payment is Direct Debit, which we can process via your nominated bank account or credit card. Please contact us to set-up a direct debit facility.

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 standard terms and conditions or our fair use policy. Copies of these documents are available on our website.

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 8.00am to 5.00pm, Monday to Friday.
We are closed on public holidays (local, state and national).

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

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the Telecommunications Industry Ombudsman, you can do so as follows:
Phone: 1800 062 058
Online: www.tio.com.au/complaints

This summary is valid as of 21st October, 2026.