



## Critical Information Summary

### Information about the Service

Flip's Mobile Sim Plans are designed to provide residential mobile service over the Optus coverage Network in Australia.

#### **Inclusions and Exclusions**

Includes, all local, national and calls to mobiles in Australia and data limits. Excludes all other calls.

#### **Equipment**

We will need a compatible mobile handset and not locked to other mobile networks

#### **Availability**

Available on the Optus Mobile coverage network. All plans are available only on direct debit through a nominated Credit Card. These plans are subject to Flip's Acceptable Use Policy.

#### **Minimum term**

Flip's Mobile Sim plans have no minimum commitment. These are month to month.

### Information about Pricing

<b>Mobile Sim Plans</b>	<b>6GB</b>	<b>20GB</b>	<b>50GB</b>
Cost	\$19.90	\$29.90	\$49.90
*Data Included	6GB	20GB	50GB
Included Local, National and Calls	Included	Included	Included
Mobiles	Included	Included	Included
13/1800	Included	Included	Included
SMS	Included	Included	Included
MMS	Included	Included	Included
Voicemail	Included	Included	Included
Call Forwarding	Included	Included	Included
Excess Data usage	\$0.00	\$0.00	\$0.00
Internet Access is suspended	After reaching 6GB data downloads until the end of the calendar month	After reaching 20GB data downloads until the end of the calendar month	After reaching 50GB data downloads until the end of the calendar month
Minimum Cost per month First 3 Months	\$9.90	\$29.90	\$49.90
Minimum Cost per month from Month 4	<b>\$19.90</b>	<b>\$29.90</b>	<b>\$49.90</b>
Cost in the first month	\$9.90	\$29.90	\$49.90

International Call Rates can be viewed at: <https://www.flipconnect.com.au/home/pdf-doc/International-Call-Rates-Mobile.pdf>

### **Plans applicable to new customer's sign-ups**

#### **Other charges**

Flip will also charge usage for additional services such as 1900, 123 Sensis, International roaming and International calls. These rates are consistently changing; therefore, Flip is unable determine the exact rates of these services. You may incur high usage charges on your Flip account when using 1900, 123 Sensis, International calls/Roaming from your Flip Sim Card.

Current Mobile Internet connection charges are included depending on the Data limit in the plan. Mobile internet connection is then suspended until the end of the calendar month once your data limit has been reached. It is the responsibility of the customer to manage additional services and charges from their mobile phone as it may incur high International, roaming, 123 Sensis, 1900 additional charges.



## **Other Information**

### **Activation Date**

Flip will rely on the Optus in relation to service activation date and billing charges. It remains the customers' responsibility to connect the service in unlocked compatible mobile handset.

### **Termination Notice**

You may request to cancel the Mobile service at any time with a one month notice.

### **Billing and Payment information**

Mobile services fees are charges from the date Flip activates your mobile connection. Additional call charges are only for the month of billing e.g. Additional calls that you have made in May are billed in June. All plans are available only on direct debit through a nominated Credit Card. Flip will bill you for calls not included in the plan like International/Roaming and Third party calls.

### **Complaint handling**

In order to access our internal dispute resolution process. Please contact us at: [enquiries@fliptv.com.au](mailto:enquiries@fliptv.com.au) Alternatively you can view our complaint handling process at: <https://www.flipconnect.com.au/home/pdf-doc/Complaint-Handling-Process.pdf>

### **TIO Contact Details**

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

### **Links**

Term and Conditions:  
<https://www.flipconnect.com.au/mobile-terms-conditions/>