Critical Information Summary

Information about the Service

Flip's Mobile SIM Plans are only available for residential customers over the Optus 4G coverage Network in Australia. Flip Services are Subject to Fair Use Policy as stated the Flip Standard Terms and Conditions.

Inclusions and Exclusions

Includes, all local, national and calls to mobiles in Australia and data limits 10GB, 25GB and 100GB. Excludes all other calls. Conference calling and International calls/Roaming are also not available on these plans

Availability

Available on the Optus 4G Mobile coverage network.. All plans are available only on direct debit through a nominated Credit Card or Bank Account and are subject to the Flip credit assessment. New signups are permitted to order a maximum of 3 SIMs.

Equipment

A 4G compatible mobile handset and not locked to other mobile networks. 3G handsets or below are not compatible.

Minimum term

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

Information about Pricing

Mobile Sim Plans	10GB	25GB	100GB
*Standard Data Included	10GB	25GB	100GB
*Bonus Data First 3 months	N/A	**25GB****	**25GB****
Included Local, National and Calls 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 Date usage	0	0	0
International SMS	0.5	0.5	0.5
International MMS	0.75	0.75	0.75
Internet Access is suspended	After reaching 10GB data downloads until the end of the calendar month	After reaching 25GB data downloads until the end of the calendar month	After reaching 100GB data downloads until the end of the calendar month
***Promotional Monthly Charge**	$15.00	$24.90	$49.90
Standard price	$24.90	$29.90	$54.90

***$5.00 per month discount applies off the standard price when bundled with an active NBN service.

*Data usage in the first month is pro rata from the activation date until the end of the calendar month.
**Bonus Data reverts to standard after 3 months
***Promotional Pricing: This applies to new customers connecting for the first time only. Customers and or Householders previously connected with Flip at any address are not eligible for promotional pricing. Plans come with a promotional monthly price discount per month for the first 3 (three) months of connection only; after which, the price goes back to the standard price as shown in the table above and it is not in conjunction with any other offer. Bundle discounts can only be applied to a maximum of 2 mobile plans per nbn™ service and cannot be used in conjunction with any other offer.

Optional Data Pack Add ONs after the data limit has exceeded.			
INCLUDED Data PACKS	**1GB**	**2GB**	**5GB**
Cost	$7.00	$10.00	$20.00

*Charged Upfront on the Nominated Credit Card. Data expires at the end of the calendar month and cannot roll over to the new Calender month.

International Call Rates can be viewed at: https://www.flipconnect.com.au/storage/pdf/mobile/International-Call-Rates-Mobile.pdf Flagfall fee of 39 cents applies for all International calls

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 Costs	Cost	Description
Sim Card Charges (Not Activated)	$10.00	If the Sim has not been activated within 30 days from ordering.
Late Payment Fee	$10.00	If payment is not received by the due date
Paper Bill Processing Fee	$3.96	Charged monthly on the Nominated Credit Card (If requested)

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
Billing is monthly with the Mobile service start date being the beginning of your billing cycle. The first bill charges pro rata to the end of the month of activation plus the following month; thereafter, an advanced monthly charge applies to all subsequent invoices. 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 and will be debited on the invoice due date. Flip will bill you for calls not included in the plan like International/Roaming and Third party calls.

Call and Data Usage Information:
To obtain data and/or call usage or prior invoices contact Flip customer service on 1300 354 788 during business hours or email enquiries@flipconnect.com.au

Flip Contact Details
https://www.flipconnect.com.au/contact-us
1300 354 788**;** +61 2 6686 1601 (Outside Australia)
Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035.

Complaint handling
In order to access our internal dispute resolution process. Please contact us at:
https://www.flipconnect.com.au/contact-us
Alternatively you can view our complaint handling process at:
https://www.flipconnect.com.au/storage/pdf/Complaint-Handling-Process.pdf

TIO Contact Details
If you are not satisfied with our complaint handing 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.

Term and Conditions:
https://flipconnect.com.au/standard-terms-conditions