

Critical Information Summary

Konec Pre-paid IoT Plan from 31st July 2026

Important information

Plan description: This is a pre-paid plan for customers who have their own compatible IoT device or who purchase one through us, and an activated Konec Mobile SIM card. It allows you to receive SMS, call 000 Emergency Services only and use data for **personal use only**.

		Konec IoT Plan
	Minimum Term	365 Days
	Minimum and maximum charge	\$115
	Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.
	Included Data for use nationally	18GB
	Network Access*	4G/5G
	Plan Speeds	Download speeds are capped at 50Mbps. This is the maximum potential download speed. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.
	National Standard Calls	None, except to 000 Emergency Services.
	National Standard SMS	Receive only.

* Konec Mobile Pty Ltd ABN 34 650 761 667 uses the Telstra Wholesale Mobile Network, learn more at www.telstrawholesale.com.au/mobile-network

Other information

How to purchase	Konec Prepaid IoT Plan can be purchased on our website: www.konec.com.au .
Prepaid credit expiry	Your prepaid credit expires and any unused days and allowances are forfeited at the end of your 'plan validity period' which is the earlier of 365 days (at 11:59pm AEST/AEDT) or: - When you recharge with another Konec IoT Plan.
Cost of 1MB of data in Australia	0c per MB for use of the included data.
Data Bank	Data Bank is not available on the IoT plan.
Data Gifting/Receiving	Data Gifting and Receiving are not available on the IoT plan.
Additional data (Data Pack)	You cannot purchase additional data for an IoT Plan.
Data sessions and consumption	Data usage is measured per kilobyte and rounded up to the nearest kilobyte.
International Calls	International calling is not available on the IoT Plan.

International SMS and Non-Video MMS	International SMS/MMS are not available on the IoT Plan.
International Roaming	International Roaming is not available on the IoT Plan.
Exclusions and limitations	All non-personal and overseas use is excluded. IoT Plan can only be used in IoT/Machine to Machine devices. Refer to our Acceptable Use Policy at www.konec.com.au/legals for more information. We may take reasonable steps to confirm acceptable use. You cannot recharge from an IoT Plan to Mobile Plan or Watch Plan. You cannot recharge to an IoT plan from a Mobile Plan or Watch Plan. IoT Plans will be issued with a 09 special services number in accordance with the Telecommunications Numbering Plan 2025. This number cannot be ported or changed to an 04 mobile number.
Call and data usage spend management tools	Check your balance, data use, view your call/SMS history and check invoices in your Konec My Account via our website https://www.konec.com.au/ or using our App.
Customer service contact details	Find answers to our most frequently asked question on our website, https://www.konec.com.au/support You can call us on 1300 4 KONEC (1300 456 632). Standard call charges apply. Our complaint handling process can be found on our website, https://www.konec.com.au/policies or by calling us on 1300 4 KONEC (1300 456 632). Standard call charges apply. If you are not satisfied with how your complaint has been handled, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, visiting their website at www.tio.com.au , by sending a fax to 1800 630 614 or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.

This is a summary only. The full terms and conditions and pricing for this plan can be found on our website at <https://www.konec.com.au/policies>.