

## Critical Information Summary

### Konec Pre-paid Wearable Plans from 25<sup>th</sup> October 2024

#### Important information

Plan description: These are pre-paid plans for customers who have their own compatible wearable device, or who purchase one through us, and an activated Konec Mobile SIM card. It allows you to make and receive voice calls, SMS, and send and use data for **personal use only with a wearable device**.

	Konec 180 Day Wearable Plan	Konec 365 Day Wearable Plan
Minimum Term	180 days	365 days
Minimum and maximum charge	\$60	\$110
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.	
Included Data for use nationally	12GB	24GB
Network Access*	4G	
Plan Speeds	Download speeds are capped at 100Mbps. 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 and SMS	<ul style="list-style-type: none"> <li>Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail;</li> <li>Unlimited standard national SMS to other Australian mobiles;</li> </ul>	
MMS	MMS is not available on these Plans.	

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

#### Other information

How to purchase	Konec Prepaid Wearable Plans can be purchased on our website: <a href="http://www.konec.com.au">www.konec.com.au</a> . We may offer Wearable Plans bundled with a device also for purchase at : <a href="http://www.konec.com.au">www.konec.com.au</a> From time to time, Bundled Deals may also be available through other channels and retailers.
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 <ul style="list-style-type: none"> <li>180 days (at 11:59pm AEST/AEDT) for the Konec \$60 Wearable Plan or;</li> <li>365 days (at 11:59pm AEST/AEDT) for the Konec \$110 Wearable Plan or;</li> <li>When you recharge with another Konec Plan.</li> </ul>
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 Wearable Plans.

<b>Data Gifting/Receiving</b>	Data Gifting and Receiving are not available on the Wearable Plans.
<b>Additional data (Data Pack)</b>	<p>You can purchase an additional 3GB of data for \$15 (\$.005) per MB) at any time during your credit validity period. Data Packs expire 30 days after purchase. You can only have one active Data Pack on your service at a time. If you purchase another Data Pack whilst you already have an active Data Pack, the balance of the initial Data Pack will be forfeited and not refunded.</p> <p>Any unused data in a Data Pack will be forfeited and not refunded when you recharge your Wearable Plan or when your Wearable Plan expires.</p> <p>You must have an active Wearable Plan on your service to purchase and use a Data Pack.</p>
<b>Data sessions and consumption</b>	Data usage is measured per kilobyte and rounded up to the nearest kilobyte. Data is consumed in the following order (where applicable): 1. Data Pack, 2. Campaign Data Allowance, 3. Included Plan Data.
<b>International Calls (IDD Pack)</b>	International calling is not available on the Wearable Plan.
<b>International SMS and Non-Video MMS (PAYG Pack)</b>	International SMS/MMS are not available on the Wearable Plan.
<b>International Roaming</b>	International Roaming is not available on the Wearable Plan.
<b>Exclusions and limitations</b>	<p>In addition to the exclusions detailed above, all non-personal use is excluded.</p> <p>Wearable Plans can only be used in wearable devices where a wearable device is defined as: any electronic device that can be worn as an accessory, capable of transmitting and receiving data via the internet. They cannot be used as an alternative or substitute for a Mobile Plan. Refer to our Acceptable Use Policy at <a href="http://www.konec.com.au/legals">www.konec.com.au/legals</a> for more information.</p> <p>Where circumstances may suggest such use, we may take reasonable steps to confirm acceptable use.</p> <p>Standard calls exclude calls to international numbers, satellite numbers, premium numbers (e.g. 19xx numbers).</p> <p>Standard national SMS exclude messages to international numbers, satellite numbers and premium 19 numbers. Calls to some SENSIS numbers (1234, 12455 and 12456), and 19xx numbers are not available on Konec Mobile.</p>
<b>Call and data usage spend management tools</b>	Check your balance, data use, view your call/SMS history and check invoices in your Konec My Account via our website <a href="https://www.konec.com.au/">https://www.konec.com.au/</a> or using our App. You can also receive your balance by SMS – SMS "bal" to 179.
<b>Customer service contact details</b>	Find answers to our most frequently asked question on our website, <a href="https://www.konec.com.au/support">https://www.konec.com.au/support</a> 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, <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a> 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 <a href="http://www.tio.com.au">www.tio.com.au</a> , 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>.