

## Critical Information Summary - Konec Pre-paid Mobile Plans from 24<sup>th</sup> October 2023

### Important information

Plan description: These are pre-paid plans for customers who have their own compatible mobile handset or have purchased an OPPO Handset bundled with a Mobile Plan and an activated Konec Mobile SIM card. It allows you to make and receive voice calls, SMS, MMS and send and use data for **personal use only**.

	Konec \$25 Mobile Plan	Konec \$35 Mobile Plan	Konec \$60 Mobile Plan	Konec \$259 Mobile Plan
<b>Minimum Term</b>	30 Days	30 Days	90 days	365 Days
<b>Minimum and maximum charge</b>	\$25	\$35	\$60	\$259
<b>Included Data for use nationally</b>	22GB	42GB	50GB	259GB
<b>Network Access*</b>	3G & 4G	3G, 4G & 5G	3G & 4G	3G & 4G
<b>Plan Speeds</b>	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.			
<b>National Standard Calls and SMS</b>	<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>			
<b>National MMS (max. 2MB)</b>	2000	2000	2000	6000
<b>Standard International Calls and SMS</b>	Unlimited standard calls and SMS to 15 countries, see website for full details		None included.	
<b>Maximum early termination fee</b>	None, but if you cancel your service, any remaining credit will not be refunded.			
<b>Handset Unlock Fee</b>	Any prepaid device bundled with these plans is locked to Konec Mobile for 12 months. Early unlock fees apply: A57s - \$100, A78 5G - \$110, A17 - \$80.		None	

\* 5G network access requires a 5G compatible device and mobile plan and is available in selected areas 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](http://www.telstrawholesale.com.au/mobile-network)

### Other information

<b>How to purchase</b>	Konec prepaid Mobile Plans and Bundled offers can be purchased online at <a href="http://www.konec.com.au">www.konec.com.au</a> SIM Packs and Bundles can be purchased at BIG W stores nationally. Bundles can be purchased at selected Bing Lee stores and online.	
<b>Prepaid credit expiry</b>	Except for data that can be banked (see below), your prepaid credit expires and any unused allowances are forfeited at the end of your 'plan validity period' which is the earlier of <ul style="list-style-type: none"> <li>30 days (at 11:59pm AEST/AEDT) for the Konec \$25 and \$35 Mobile Plans or;</li> <li>90 days (at 11:59pm AEST/AEDT) for the Konec \$60 Mobile Plan or;</li> <li>365 days (at 11:59pm AEST/AEDT) for the Konec \$259 Mobile Plan or;</li> <li>When you purchase another Konec Mobile Plan</li> </ul>	
<b>Cost of 1MB of data in Australia</b>	0c per MB for use of the included or banked data.	
<b>Data Bank</b>	To retain both your unused data and Data Bank when your plan expires, recharge with the same plan or another eligible plan within 48 hours of expiry.	
	<b>Current Mobile Plan</b>	<b>Eligible Mobile Plan to retain unused data and Data Bank</b>
	\$60	\$60, \$25, \$35, \$259
	\$25	\$25, \$35, \$259
	\$35	\$35, \$259
	\$259	\$259

	<p>If you recharge to an ineligible plan within 48 hours of expiry, you will retain your unused data but forfeit your Data Bank data. If you recharge more than 48 hours after expiry with any plan, you will lose both your unused and Data Bank data. The maximum amount of Data that can be banked is 500 GB for all plans.</p> <p>Any unused data and or Data Bank data in excess of the limit that applies will be forfeited.</p>
<b>Data Gifting</b>	<p>Gift up to 50% of your Included Data per recharge period to another active Konec Mobile Plan customer. Data can be gifted in 1GB increments and once gifted cannot be re-gifted. Gifted data will be used before Included Data and if unused at the end of your recharge period, may be banked, if rollover criteria and limits are met.</p>
<b>Additional data (Data Pack)</b>	<p>You can purchase an additional 3GB of data for \$15 (\$0.005) 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 added to your Data Bank. Unused data may be eligible for rollover, if rollover criteria is met, otherwise it is forfeited. You must have an active Mobile Plan on your service to purchase and use a Data Pack.</p>
<b>Data sessions and consumption</b>	<p>Data usage is measured per kilobyte and rounded up to the nearest kilobyte. Data is consumed in the following order (where applicable): 1. Gifted Data, 2. Welcome Data (if any) 3. Data Pack, 4. Campaign Data (if any), 5. Included Plan Data, 6. Data Bank</p>
<b>International Calls and IDD Pack</b>	<p>Our \$25 and \$35 Mobile Plans include unlimited standard international calls from Australia to 15 locations. Check here for details <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a>. To make calls to other locations or if your plan doesn't include international calls, purchase a \$5 International Calling Pack at any time during your plan validity period. The calling pack gives you 120 minutes of international calls to 42 locations for 30 days from the date of purchase. Calls will be deducted in 60 second increments. Check our website for a list of the selected locations at <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a>. You must have an active Mobile Plan on your service to purchase and to use the IDD Pack. You can only have one IDD Pack on your service at a time. If you purchase an IDD Pack when you already have one on your service, the remaining minutes in the initial IDD Pack will be forfeited and not refunded. Any unused credit/minutes on expiry of the IDD Pack are forfeited and not can be refunded.</p>
<b>International SMS and Non-Video MMS (PAYG Pack)</b>	<p>To send standard international SMS and non-video MMS, purchase a \$5 PAYG Pack. The pack is valid for 365 days and allows you to send standard SMS (\$0.25) and non-video MMS (\$0.75) to 229 locations. For a list of the locations view our PAYG rate table at <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a></p> <p>Our \$25 and \$35 Mobile Plans include unlimited standard international SMS to 15 locations. Check here for details <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a>. To send MMS to these and other locations whilst on these plans, purchase a \$5 Pay As You Go Pack. This also allows you to send SMS to locations not included in your plan. You can only have one PAYG Pack on your service at a time. If you purchase a PAYG Pack when you already have one on your service, the remaining value in the initial PAYG Pack will be forfeited and not refunded. Any unused credit on expiry of the PAYG Pack is forfeited and not can be refunded. You must have an active Mobile Plan on your service to purchase and use PAYG for international SMS/MMS.</p>
<b>International Roaming</b>	<p>International Roaming is not available on Konec Mobile.</p>
<b>Exclusions and limitations</b>	<p>All non-personal, machine-to-machine and overseas use is excluded. Refer to our Acceptable Use Policy at <a href="http://www.konec.com.au/legals">www.konec.com.au/legals</a> for more information. Mobile Plans cannot be used as a substitute or replacement for Wearable Plan. Where circumstances may suggest such use, we may take reasonable steps to confirm acceptable use. Recharging from a Mobile Plan to a Konec Wearable Plan is not permitted.</p> <p>Standard calls exclude calls to international numbers, satellite numbers, premium numbers (e.g. 19xx numbers). Standard national SMS exclude messages to international numbers, satellite numbers and premium 19 numbers. National MMS excludes messages larger than 2MB to Australian mobiles/email and any MMS to international numbers, satellite numbers and premium numbers.</p> <p>Standard International Calls are calls to landlines/mobiles. Standard International SMS are to standard mobile numbers. Video MMS to international mobiles excluded. All international services exclude premium 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>	<p>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 "bal" to 179.</p>
<b>Customer service contact details</b>	<p>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.</p>