

## Critical Information Summary - Konec Pre-paid Mobile Plans from 15<sup>th</sup> April 2025

### 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 Essential \$25 Mobile Plan	Konec Everyday \$35 Mobile Plan	Konec 90 day \$60 Mobile Plan	Konec 365 Day \$259 Mobile Plan
Minimum term	30 Days	30 Days	90 days	365 Days
Minimum and maximum charge	\$25	\$35	\$60	\$259
Cost per 30 days	\$25	\$35	\$20	\$21.29
Included data for use nationally	22GB	42GB	50GB	259GB
Network access	4G	4G & 5G*	4G	4G
Capped plan speeds	100Mbps	150Mbps	100Mbps	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>			
National MMS (max. 2MB)	2000	2000	2000	6000
Standard international calls and SMS	Unlimited standard calls and SMS to 15 countries, see website for full details		None included.	
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.			
Handset unlock fee	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

How to purchase	Konec prepaid Mobile Plans and Bundled offers can be purchased using Visa/MasterCard credit/debit card online at <a href="http://www.konec.com.au">www.konec.com.au</a> Selected SIM Packs and Bundles can be purchased at BIG W stores nationally. Recharges can only be purchased using Visa/MasterCard credit/debit card at <a href="http://www.konec.com.au">www.konec.com.au</a> , Konec Mobile App or by calling 1300 4 KONEC.
Prepaid credit expiry	Prepaid credit expires and any unused days and allowances are forfeited and not refunded at the end of your 'plan validity period' which is the earlier of: <ul style="list-style-type: none"> <li>11:59pm Sydney time on the last day of your 30, 90, 180, 365 day plan validity period.</li> <li>When you recharge with another Konec Mobile Plan</li> </ul> Data Banking may be available, see below for details.
Cost of 1MB of data in Australia	0c per MB for use of the included or banked data.
Data Bank (Max.500GB)	Retain unused data and Data Bank by recharging within 48 hours of expiry with the same plan or upgrade to one with a higher cost per 30 days. Downgrade to a plan with a lower cost per 30 days within 48 hours of expiry will save your unused data but forfeit your Data Bank data.

	Recharge more than 48 hours after expiry with any plan will forfeit both your unused data and Data Bank data. Unused data and or Data Bank data in excess of 500GB will be forfeited.
<b>Data Gifting</b>	Gift up to 50% of your Included Data per recharge period to another Konec Mobile Plan customer with an active plan. Each Data Gift: Min.1GB.
<b>Additional data (Data Pack)</b>	Purchase 3GB Data Pack for \$15 (\$0.005) per MB) during your credit validity period. Data Pack expires 30 days after purchase. One active Data Pack per service. Unused data may be eligible for rollover, if rollover criteria is met, otherwise it is forfeited.
<b>Data sessions and consumption</b>	Data usage is measured in Kilobytes and rounded up to the nearest Kilobyte. Data is consumed in this order (where applicable): 1. Gifted Data, 2. Data Pack 3. Campaign Data 4. Included Plan Data, 5. Data Bank.
<b>International Calls and IDD Pack</b>	\$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. The calling pack gives you 120 minutes of international calls to 42 locations for 30 days from the date of purchase. 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.
<b>International SMS and Non-Video MMS (PAYG Pack)</b>	\$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 SMS to other locations or if your plan doesn't include international SMS or if you want to send non- video MMS overseas, purchase a \$5 PAYG Pack. Valid for 365 days, it 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> . You must have an active Mobile Plan on your service to purchase and use PAYG for international SMS/MMS. You can only have one PAYG Pack on your service at a time.
<b>International Roaming</b>	International Roaming is not available on Konec Mobile.
<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><b>Standard national calls exclude</b> calls to international numbers, satellite numbers, premium numbers (e.g. 19xx numbers).</p> <p><b>Standard national SMS exclude</b> messages to international numbers, satellite numbers and premium 19 numbers.</p> <p><b>National MMS exclude</b> messages larger than 2MB to Australian mobiles/email and any MMS to international numbers, satellite numbers and premium numbers.</p> <p><b>Standard International Calls exclude</b> calls to satellite numbers, premium numbers.</p> <p><b>Standard International SMS exclude</b> messages to satellite numbers and premium numbers.</p> <p><b>International MMS exclude</b> video MMS.</p> <p>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 Mobile 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: Text "bal" to 179.
<b>Customer service contact details</b>	<p><b>Send us</b> a support request from your Konec Mobile account via website account or Mobile App.</p> <p><b>Call us</b> on 1300 4 KONEC (1300 456 632) 10am–7pm Sydney time Monday to Friday. Standard call charges apply unless calling from your Konec Mobile.</p> <p><b>Email us</b> at <a href="mailto:help@konec.com.au">help@konec.com.au</a></p>
<b>Internal and external complaint resolution</b>	We'll handle your complaint in accordance with our complaint handling process, available at <a href="https://www.konec.com.au/policies">https://www.konec.com.au/policies</a> , in our Mobile app or by calling us on 1300 4 KONEC (1300 456 632). Standard call charges apply unless calling from your Konec Mobile. 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 these plans can be found on our website at <https://www.konec.com.au/policies>