CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

NETWORK INFORMATION and DEVICES

BusinessCo Mobile uses the Telstra Wholesale Mobile Network.

To use this service, you'll need to bring your own compatible mobile device which supports 4G 1800MHz and 4G 700MHz bands. To access the 5G network you will require a 5G compatible mobile device.

BusinessCo Mobile Data plans can only be used for data transmission and cannot be used to make or receive mobile calls.

DATA ALLOWANCE and DATA BANKING

Every mobile plan comes with a data allowance. If you exceed your monthly allowance, we will automatically increase your data allowance by an extra 2GB for $20. Your service may be eligible for data banking where any unused monthly data allowance rolls over to the next billing cycle and up to a maximum balance of between 500GB and 1000GB. Please call our Customer Care Team on **1300 951 854** for more information or to manage your data allowance.

INTERNATIONAL ROAMING

Mobile plans and data allowance can only be used in Australia. International roaming is not available.

USAGE INFORMATION

You will receive email alerts when you reach 50%, 85% and 100% of your Monthly Data Allowance. For information about your current usage levels please contact us on **1300 951 854**.

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CHARGES

BUSINESS MOBILE DATA FLEXI DATA PLANS	FLEXI 5G 15GB	FLEXI 5G 45GB	FLEXI 5G 65GB	FLEXI 5G 100GB	FLEXI 5G 120GB	FLEXI 5G 150GB	FLEXI 5G 180GB
NETWORK ACCESS	4G/5G	4G/5G	4G/5G	4G/5G	4G/5G	4G/5G	4G/5G
4G/5G MAX DOWNLOAD SPEED	4G 150Mbps	5G 150Mbps	5G 150Mbps	5G 150Mbps	5G 250Mbps	5G 250Mbps	5G 250Mbps
MONTHLY ACCESS FEE	$37	$42	$47	$52	$57	$67	$72
MONTHLY DATA ALLOWANCE	15GB	45GB	65GB	100GB	120GB	150GB	180GB
DATA BANKING	1000GB	1000GB	1000GB	1000GB	1000GB	1000GB	1000GB
2GB Auto DATA TOP UP	$20	$20	$20	$20	$20	$20	$20

INCLUDED VALUE and ACCEPTABLE USE POLICY

Included data is subject to BusinessCo's Acceptable Use Policy. For further information **www.businessco.com.au/acceptable-use-policy**

SET UP FEES and MINIMUM TOTAL COST

Set Up Fee: $0. Minimum Total Cost: $37 on the Flexi Data 15GB Plan.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit **www.businessco.com.au/policies-legal**

BILLING

We will bill you in advance for the monthly access fee and in arrears for any additional charges. Our billing cycle ends on the 27th of every month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following billing period. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Care Team on **1300 951 854**.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

Bold Media and BusinessCo are committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854**.

If for some reason you are not satisfied with the service received, please contact Bold Media's Customer Service Team on **1300 951 854** and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit **www.businessco.com.au/compliments-and-complaints**

If you are still not satisfied with the steps taken by Bold Media and BusinessCo to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCo and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

MINIMUM TERM, CANCELLATIONS and CHANGES

Min Term: 1 Month. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled or transferred. You can change your plan at any time. Plan changes take effect from the start of the following billing period which commences on the 28th of every month.

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