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.

DATA ALLOWANCE and DATA SHARING

Every mobile plan comes with a data allowance. You can share your monthly data allowance with other eligible plans on the same billing account. A maximum of 300 mobile services can share their eligible data allowance in the same fleet pool. If you exceed your total monthly data allowance across all eligible plans, we will automatically increase your total data allowance by an extra 10GB for $50. Please contact us for more information or to manage your data allowance.

INTERNATIONAL ROAMING

Monthly call and data allowance doesn't include usage while overseas. International roaming is not available in all countries and you can purchase an International Roaming Pack to use in eligible countries. Please refer to the International Roaming CIS for further details and contact us to enable your service for International Roaming prior to departure.

eSIM COMPANION PLAN

eSIM Companion Plan connects a compatible cellular Apple or Samsung smartwatch to an active 5G mobile service, sharing the primary number with 1GB of standalone data (no access data or roll-over data available) and unlimited domestic calls for use within Australia only.

Max Download Speed: 100 Mbps

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CHARGES

BUSINESS MOBILE FLEET PLANS	FLEET 10GB	FLEET 30GB	FLEET 5G 45GB	FLEET 5G 60GB
MONTHLY ACCESS FEE	**$47**	**$57**	**$67**	**$77**
NETWORK ACCESS	4G	4G	4G/5G	4G/5G
4G/5G MAX DOWNLOAD SPEED	4G 100Mbps	4G 100Mbps	5G 150Mbps	5G 250Mbps
MONTHLY DATA ALLOWANCE	**10GB**	**30GB**	**45GB**	**60GB**
DATA SHARING (Other Fleet Plans Only)	Yes	Yes	Yes	Yes
LOCAL / NATIONAL / MOBILE CALLS	Included	Included	Included	Included
SMS/MMS - STANDARD NATIONAL	Included	Included	Included	Included
CALLS TO 13/1300	Included	Included	Included	Included
eSIM Companion Plan	N/A	N/A	$10 p/Mth	$10 p/Mth
10GB Auto Top Up - Shared Data	**$50**	**$50**	**$50**	**$50**
INTERNATIONAL CALLS Selected Countries	-	Included	Included	Included
INTERNATIONAL CALLS - SELECTED COUNTRIES: China, Germany, Greece, Hong Kong, France, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, and Vietnam.				
INTERNATIONAL ROAMING Eligible Countries	Yes	Yes	Yes	Yes

INTERNATIONAL ROAMING - ELIGIBLE COUNTRIES: Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, South Korea, Latvia, UK Channel Island (Guernsey), Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, USA, Vanuatu, Vietnam.

INCLUDED VALUE and ACCEPTABLE USE POLICY

Included calls, data and messages are subject to BusinessCo's Acceptable Use Policy. Services must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations. For further information please see **www.businessco.com.au/acceptable-use-policy**

WHAT IS NOT INCLUDED

Certain calls and sms/mms messages are not included in the plan allowance. These are: calls and sms/mms messages to premium numbers (e.g. 19xx numbers), international roaming calls and sms/mms messages; international calls to countries that haven't been selected as part of the service plan, call forwarding calls, video calls, national directory assistance, international directory assistance, Telstra mobile satellite, Optus Mobilesat, sms and mms messages to international numbers, mms video.

SET UP FEES and MINIMUM TOTAL COST

Set Up Fee: $0. Minimum Total Cost: $47 on the Business Fleet 10GB Plan.

CALLS to INTERNATIONAL NUMBERS

International calls to selected countries are included with some plans. Other calls are charged according to the country being dialled. For all international call rates and a list of selected countries included with your plan please call **1300 951 854**.

MINIMUM TERM, CANCELLATIONS and CHANGES

Minimum Term is 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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CRITICAL INFORMATION SUMMARY

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**

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.

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 our Customer Service Team on **1300 951 854**.

BILLING

We will bill you in advance for the monthly access fee and in arrears for the call 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 or 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.

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