



Additional Features Sheet

Bolt-ons

Bolt-ons



Information about bolt-ons

Here's a quick summary of the important bits about your data **Bolt-ons**. It covers details of the options you have, how it works, and how much you need to pay.

There are two types of bolt-ons: One-off and Recurring.

One-off bolt-ons

Domestic

One-off bolt-ons available on ThinkTel Mobile are perfect to cover that extra data you were not expecting to use. It is charged at the moment of addition and gives you 1GB of data to use in Australia.

Bolt-on	Amount of data	Cost inc GST
1GB One-off bolt-on	1GB	\$10

The 1GB One-off bolt-on will start to be consumed once your plan's data allowance is exhausted, and it can help you avoiding the costlier excess usage charges. Once the bolt-on is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month) and will not be renewed or recharged automatically once exhausted, neither in the following month. You can add this bolt-on as many times as you like.

1GB One-off bolt-on is available on all ThinkTel Mobile plans.

International Roaming

International Roaming One-off bolt-ons available on ThinkTel Mobile are perfect to get you more affordable data when you are roaming internationally, once 1MB of a Roaming bolt-on is around 10 times cheaper than the standard international data rates. It is charged at the moment of addition and immediately gives you data to be used in other countries.

Below are the three International Roaming bolt-ons to choose from:

Bolt-on	Amount of data	Cost inc GST
100MB Roaming One-off bolt-on	100MB	\$35
500MB Roaming One-off bolt-on	500MB	\$160
1GB Roaming One-off bolt-on	1GB	\$300

Roaming Bolt-ons will start to be consumed as soon as you arrive overseas and start data to use data through the mobile network.

It is valid for 30 days from the date of activation (Australian time zone) and will not be renewed or recharged automatically once exhausted or in the following month. You can add these bolt-on as many times as you like, and even combine them. For example, adding a 1GB Roaming One-off bolt-on with a 500MB Roaming One-off bolt-on will give you 1.5GB to use overseas.

Roaming bolt-ons are not available on Mobile Broadband plans.

Note: International Roaming bolt-ons are subject to availability in the country you are visiting. For more info please see International Roaming rates sheet.

Recurring bolt-ons

Recurring bolt-ons available on ThinkTel Mobile are perfect to cover that extra data you are expecting to use every month. It gives you from 1GB to 5GB of data every month to use in Australia.

Bolt-on	Amount of data	Cost inc GST
1GB Auto bolt-on	1GB	\$10 per block
5GB Recurring bolt-on	5GB	\$35

1GB Auto bolt-on

Once you sign up for the 1GB Auto bolt-on, it will be automatically added to your plan only when your plan's data allowance or any other active bolt-ons are exhausted. If you do not exhaust your plan's data allowance, there will be no charge.

Up to 5 x 1GB bolt-on blocks will be automatically added to your account as they are consumed, one by one. You just pay for those 1GB bolt-ons blocks that are added. Once the 5th data block is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month), and will be automatically renewed. You can cancel this bolt-on at any time, but any unused data will be forfeited.

1GB Auto bolt-on is available on all ThinkTel Mobile plans.

Bolt-ons



5GB Recurring bolt-on

5GB Recurring bolt-on gives you the great value of \$7 per 1GB of data.

Once you sign up for the 5GB Recurring bolt-on, it is valid until the end of your monthly bill (27th of every month), and will be automatically renewed.

The 5GB Recurring bolt-on will start to be consumed once your plan's data allowance is exhausted. It can help you avoiding the costlier excess usage charges. Once the bolt-on is exhausted, excess usage charges may apply.

You can cancel this bolt-on at any time. Any unused data will remain available until the expiring date.

5GB Recurring bolt-on is not available on Mobile Broadband plans.

Notifications

You will receive notifications via SMS (Mobile Voice plans) or email (Mobile Broadband plans) reflecting the consumption of your active bolt-ons.

If you have more than one Domestic bolt-on active in your plan, they will be consumed in the following order until reaching excess usage:

Domestic bolt-ons consumption order

- 1 Plan's data allowance
- 2 5GB Recurring bolt-on
- 3 1GB One-off bolt-on
- 4 GB Auto bolt-on
- 5 Excess usage

If you have more than one Roaming bolt-on active in your plan, they will be consumed in order of activation.

Note: There is no 50% and 85% usage notifications for 1GB Auto bolt-on blocks. Notifications will be sent when you transit to the first 1GB Auto bolt-on block, as well as when blocks are 100% exhausted.

Balance Check (USSD)

To check the usage of you plan allowance, excess charges and bolt-ons usage while you are in Australia simply dial *159# and you will receive a balance summary.

If you are overseas, you can dial *159# or #100# to receive a balance summary.

Note: Please note that international mobile networks are managed by third parties, so it may not fully interoperate with Australia's network at all times.

Other information

If you have any questions, we encourage you to contact ThinkTel:

Email: customercare@thinktel.com.au

Phone: 1300 378 693

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: tio.com.au/about-us/contact-us

Visit www.thinktel.com.au to find more information about call and data usage.