



THINKTEL
INTELLIGENT COMMUNICATION SOLUTIONS

Critical Information summary

Nano Plan

Nano Plan



Information about the service

Here's a quick summary of the important bits about your **Nano** mobile plan. It covers things like the inclusions and how much you need to pay each month.

This is a post-paid mobile phone service plan. It gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data. This plan has a one-month minimum term.

What's included and excluded

While in Australia, you can make unlimited calls to 1800, calls to **ThinkTels** other 4G mobile services and send unlimited SMS to national and standard numbers.

\$200 Standard included call value –MMS, standard national calls to Australian numbers (including 13xx* and voicemail retrieval), are deducted from your Included Value of \$200.

Your included value can't be used for making calls and SMS to international numbers, satellite numbers and use when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls, MMS or SMS to premium numbers (e.g. 19xx numbers) 1234, 12455, 12456 numbers or other content charges (including third party charges) are barred.

200MB included value data - Your unused included value expires each month, and cannot be used while roaming overseas.

Information about pricing

The minimum monthly charge is **\$20**. Minimum total cost for the 12 month contract is \$240. Excess Usage charges apply if you use more than your included data or call value, or make calls, send SMS or MMS to any of the non-included numbers, when roaming overseas, etc. If you desire, ask us about opting in to Zero Bill Shock to have no excess usage charges against your monthly bill**.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and also on 28th (month in advance). Please refer to billing details.

Early termination

If you cancel your service prior to the end of your contract term you will incur early termination charges. These charges are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Standard calls, SMS, MMS and data charges

Call	A 2 minute Standard Call will cost you \$2.38 (\$0.40 flagfall plus \$0.99 per minute). Calls are charged in 60 second increments.
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SMS	Free of charge
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MMS standard	\$0.50 per MMS - pxt
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MMS video	\$0.75 per MMS - video
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Data	If you exceed your 200MB Monthly included value, you will be charged \$0.03 for each MB you use over the included value.
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Using your service overseas

Your monthly included call and data value doesn't include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Rates Sheet.

Additional Features

Roaming and Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information.

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.

*Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. MSS ACN 606 336 832 under the brand name ThinkTel 615 605 117 uses part of Telstra's 4G and 3G mobile network. MSS under the brand name ThinkTel's Nano mobile plan provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.5 million square kilometres. Handsets not capable of 4G will only receive 3G coverage. Check your area at <http://mobilemaps.net.au/maps/mcm/4G.html>