

# CRITICAL INFORMATION SUMMARY

Power Mobile (Data Bank) Plans – 0 MONTHS



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

This is a SIM only month-to-month post-paid mobile service, which gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and have access to mobile data.

### MINIMUM TERM

These plans are available on a month-to-month term.

### AVAILABILITY

The service will only work in areas with sufficient 4G mobile data coverage. Some plans are also able to utilize 5G mobile networks, as indicated in the table below (capped speeds apply). To access 5G, you will need a 5G enabled plan, a 5G compatible device, and to be in the Telstra Wholesale 5G coverage area. See "Coverage" for further information.

## WHAT'S INCLUDED AND EXCLUDED

### UNLIMITED NATIONAL CALL AND TEXT VALUE

Your monthly plan allows you to make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

### 4G & 5G NETWORK ACCESS

All plans are accessible over 4G, with some plans as listed in the table below also including access to the 5G network (capped speeds apply).

Static IP addresses are not available for these services.

### UNLIMITED INTERNATIONAL CALL AND TEXT VALUE

Some plans as listed in the table below include unlimited calls and texts to international landlines and mobiles in 15 countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value cannot be used while roaming overseas.

### DATA BANK

Retain up to 500GB of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused data at the end of the month which would exceed the maximum allowed balance of 500GB is forfeited.

Downgrading to a smaller plan, changing to a plan which does not support Data Banking, cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

### USING YOUR SERVICE OVERSEAS

Your monthly included call and data values do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Packs are available to be used overseas in some destinations. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for further information.

## INFORMATION ABOUT PRICING

### PRICING

All pricing in this document includes GST. Excess usage charges will apply if you exceed your monthly data inclusion and exhaust your banked allowance. The first 10GB of excess usage will be charged at a rate of **\$10 per 2GB block** (\$0.004883 per MB). Any further use is then charged at a rate of **\$0.020625 per MB**, calculated per KB of usage. Opt-in to Zero Bill Shock to block any data usage that would incur excess usage charges to your bill.

### ADDITIONAL FEATURES

Additional Data Bolt-Ons are available for Domestic data use. Any data top-ups or bolt-ons added to a service that are unused at the end of a billing cycle may be banked as standard. Please refer to the Additional Features Sheet for more information.

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Monthly data allowance	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
Minimum term	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month	One Month
Minimum monthly charge	\$25	\$30	\$40	\$50	\$55	\$65	\$75	\$80	\$85
National standard calls & texts	Included	Included	Included	Included	Included	Included	Included	Included	Included
Voicemail	Included	Included	Included	Included	Included	Included	Included	Included	Included
International calls and texts to selected destinations	PAYG	PAYG	Unlimited to 15 Countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.						
Network Access	4G/4GX Download speeds are capped at 100Mbps*	4G/4GX Download speeds are capped at 100Mbps*	4G/4GX Download speeds are capped at 100Mbps*	4G/4GX /5G Download speeds are capped at 100Mbps*	4G/4GX /5G Download speeds are capped at 100Mbps*	4G/4GX /5G Download speeds are capped at 100Mbps*	4G/4GX /5G Download speeds are capped at 250Mbps*	4G/4GX /5G Download speeds are capped at 250Mbps*	4G/4GX/5G Download speeds are capped at 250Mbps*

\*Download speeds for each plan are capped at either 100Mbps or 250Mbps as indicated in the table above. 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.

The first 10GB of excess usage will be charged at a rate of **\$10 per 2GB block** (\$0.004883 per MB). Any further use is then charged at a rate of **\$0.020625 per MB**, calculated per KB of usage. Opt-in to Zero Bill Shock to block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill.

## OTHER INFORMATION

### PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

### USAGE INFORMATION

The service must not be used to generate mobile terminating access or SMS messaging terminating access payments (for example, by using SIM boxing), to transmit, refile or aggregate domestic or international traffic on the network, as a call collection service and/or for the call redirection to call centres, call sinks or mass termination services, in such a way that use of the service is automatically generated by a device controlled by software and/or hardware, or with devices that switch or reroute calls to or from Telstra's network or any third party without Telstra's consent. Any such usage will result in suspension of your service.

Power Networkx Fair Use and Acceptable Use Policies apply which can be found on our website.

You can monitor your monthly usage using our online portal: [https://myaccount.powernetworkx.com.au/users/sign\\_in](https://myaccount.powernetworkx.com.au/users/sign_in)

### EQUIPMENT

You will need to supply your own 4G LTE or 5G NR enabled tablet or other data-only device to use these plans. Devices used with a 5G plan that are not capable of 5G will only receive 4G service coverage.

### SERVICE SPEEDS

Speeds may 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.

### COVERAGE

Power Networkx mobile product provides a mobile coverage footprint of 98.8% of the Australian population, covering more than 1.7 million square kilometres.

Check online for to see the coverage types available in your area: <https://www.telstrawholesale.com.au/products/mobiles/coverage.html>

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### CONTACT DETAILS

**Call Us:** 1300 797 428

**Email Us:** [admin@powernetworkx.com.au](mailto:admin@powernetworkx.com.au)

**Visit Us:** [www.powernetworkx.com.au](http://www.powernetworkx.com.au)

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