

CRITICAL INFORMATION SUMMARY

MOBILE PLANS

INFORMATION ABOUT THIS SERVICE

Service Description

This is a post-paid mobile phone service plan. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access to mobile data.

Minimum Term

There is a one month minimum term.

Mandatory Components/Set Up

You must have a 4G handset to access the 4G network. You must purchase a SIM card.

Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

Unlimited included call value - with your monthly plan you can make unlimited National Standard calls to any fixed and mobile numbers, including unlimited SMS, MMS, voicemail retrieval, 1800, 13xx calls.

Your unlimited included value **can't** be used for making calls and SMSs to international numbers, satellite numbers, or 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 or other content charges (including third party charges) are barred.

Your unused included value expires each month and cannot be used to access the internet overseas.

INFORMATION ABOUT PRICING

Plan Name	Maximum Monthly Cost inc GST	Call Value Included	Mobile Data Included	SMS MMS 1800 calls	Calls between same account	Calls to 26 countries Included
Standard+	\$45	Unlimited	4.0 GB **	Unlimited	Unlimited	100 min
Super+	\$55	Unlimited	7.0 GB **	Unlimited	Unlimited	300 min
Max+	\$65	Unlimited	10.0 GB **	Unlimited	Unlimited	300 min
Super+ Promo	\$40	Unlimited	7.0 GB **	Unlimited	Unlimited	300 min
Max+ Promo	\$45	Unlimited	10.0 GB **	Unlimited	Unlimited	300 min

**\$0.03 per MB for usage over Mobile Data Included * \$10 Sim card required

Promo Plans are a limited time offer and end on 31st August, 2017. The plan price will be extended past the 12 month contract period if the contract is extended for another 12 months. There is an Early Termination Fee of the number of remaining months multiplied by the plan cost.

Information about pricing

The minimum monthly charge is **per the table above**. Excess usage charges apply if you use more than your monthly data included value per month, or use your mobile for Non-included calls, and any other non-standard call types (e.g. International calls, SMS & MMS International Roaming and special numbers, Video MMS) and optional add-ons please see the [Additional Rates List and International Direct Dial \(IDD\) Rates List and International Roaming Rates List](#). If you desire, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

MSS ACN 606 336 832 under the brand name Harbour ISP uses part of Telstra's 4G and 3G mobile network. MSS under the brand name Harbour ISP's mobile sim plans provide 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>

Included international call value - receive included minutes as listed in the table above every month to call landlines in 26 countries. Unused minutes expires each month and cannot be used while roaming overseas.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

Andorra	Bulgaria	Canada	China#	Cyprus	Denmark
France	Germany	Guam	Hungary	Ireland	Israel
Italy	Luxembourg	Malaysia	Malta	Mexico	Netherlands
New Zealand	Poland	Portugal	Romania	Spain	Sweden
United Kingdom	USA				

includes calls to mobile

Your monthly charges and inclusions are metered and billed from the 1st to 31st of each month. Please refer to the SFOA for billing details at harbourisp.com.au.

Using your service overseas

Your Monthly Call and Data included 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 Critical Information Summary](#).

Additional Features

Roaming and Domestic data bolt-ons and International Voice Packs are available for this service. Please check Additional Features sheet for more information.

Maximum Early Termination Charge

There is no Early Termination Fee (ETF) and this service can be cancelled at any time. Harbour ISP require 30 days written notice to process the termination of the contract. A Pro-rata invoice will be raised to cover any days in the 30 day period which falls after the end of the current billing period and any call charges incurred.

Manage Your Service Online

Customers can view their bills online 24 hours a day, 7 days a week.

OTHER INFORMATION

Data & Phone Usage Information

Phone Usage information can be obtained via the members portal <http://customers.harbourisp.com.au>

Customer Service Contact Details

You can contact Harbour ISP customer service for Billing assistance on 1300 366 169 or at accounts@harbourisp.com.au or Support on 1300 579 403 or at support@harbourisp.com.au for email contact forms and times of operation visit www.harbourisp.com.au/contact-us.

Complaints and Disputes

If you need to make a complaint you can: Call 1300 366 169, Fax 1300 766 909, or email operations@harbourisp.com.au

Further Investigation

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 go online at www.tio.com.au