

CRITICAL INFORMATION SUMMARY

Mobile Plans | December 2019



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 Contract Term

The minimum term is 12 months.

Bundling

The offer does not depend on bundling with other services.

Mandatory Component of the Service / 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.

All Harbour ISP plans are subject to the Harbour ISP Acceptable Use Policy which can be seen on our website <http://www.harbourisp.com.au/help-support-policies/>

INFORMATION ABOUT PRICING

Maximum Monthly Charges

Plan Name	Maximum monthly cost (inc GST)	Call value included	Mobile data included	SMS MMS 1800	Calls between the same account	International Calls (26 countries)	International Calls (15 countries)
Standard 4GB	\$30	Unlimited	4GB **	Unlimited	Unlimited	100min	N/A
Super 30GB	\$40	Unlimited	30GB **	Unlimited	Unlimited	300min	N/A
Max 40GB	\$50	Unlimited	40GB **	Unlimited	Unlimited	300min	N/A
Extreme 75GB	\$60	Unlimited	75GB **	Unlimited	Unlimited	N/A	Unlimited

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

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 <https://mobilemaps.net.au/maps/api/embed/4G/>.

Included International Call Value

Receive included minutes as listed in the table above every month to call landlines in 26 countries for Standard 4GB, Super 30GB, and Max 40GB. Unused minutes expires each month and cannot be used while roaming overseas. Included 26 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		

For Extreme 75GB plans, unlimited calls are included for these 15 countries.

China †	Germany	Greece	Hong Kong	India	Indonesia
Malaysia	New Zealand	Singapore	South Korea	Thailand	United Kingdom
USA	Vietnam				

† 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 on our website.

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 Countries](#).

Additional Features

Roaming and Domestic data bolt-ons and International Voice Packs are available for this service. Please check [Additional Features](#) for more information.

Early Termination Charge (ETC)

If you cancel your plan or move to another plan (except another mobile service plan with the same or higher spend) before your fixed term contract has ended, you must pay an Early Termination Fee (ETF). The ETF is calculated at a rate of your contracted service per month for the remaining months, or part thereof, on your fixed term contract.

Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@harbourisp.com.au.

OTHER INFORMATION

Manage Your Services Online

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP Member Login Page: <https://members.harbourisp.com.au/login>

Data and Phone Usage Information

Data and Phone Usage information can be obtained via the members login portal <https://members.harbourisp.com.au/>.

Pro-rata Billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

Harbour ISP Customer Contacts and Support

General Enquiries

operations@harbourisp.com.au

Contact Numbers

Tel: 1300 366 169

Fax: 1300 766 909

Postal Address

Harbour ISP Pty Ltd, Po Box 572,
MUDGEE NSW 2850

Sales

sales@harbourisp.com.au

8.30am-5.30pm Monday to Friday

Accounts

accounts@harbourisp.com.au

8.30am-5.30pm Monday to Friday

Technical Support

support@harbourisp.com.au

8:30am to 10:00pm Mon to Fri, (AEST)
and 9:00am to 10:00pm on weekends

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at operations@harbourisp.com.au or call 1300 366 169.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

Customer Service Details

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <https://www.harbourisp.com.au/terms>.