



Critical Information Summary

Mobile Subscription (Consumers)

\$0 BASE PLAN

- ✓ 1GB Data
- ✓ Free Incoming Calls & SMS
- ✓ PAYG Calls & SMS or add Unlimited
- ✓ Renews automatically every 28 days

\$8 UNLIMITED NATIONAL ADD-ON

- ✓ Unlimited Calls & SMS to Standard National Numbers

DATA ADD-ONS

- ✓ \$18 Small – Total 5GB Data
- ✓ \$28 Medium – Total 25GB Data
- ✓ \$38 Large – Total 40GB Data

\$2 UNLIMITED INTERNATIONAL ADD-ON

- ✓ Unlimited Calls to fixed and mobile numbers in 10 countries.
- ✓ Available with Medium and Large Data Add-ons only
- ✓ International calls not available to other destinations

EXCESS DATA

- ✓ 1GB | \$10
- ✓ Billed in 1GB blocks after the included allowance

ONE TIME FEES

- ✓ PAYG Account Credit | \$10 (Upfront)
- ✓ SIM, Shipping & Handling | \$10 (Upfront)

SERVICE DESCRIPTION

The Zero Base Plan is a \$0 prepaid Subscription, which is billed every 28 days ("Billing Cycle"). The Zero Base Plan does not have any included value for Calls and SMS/MMS. It includes 1GB of data per Billing Cycle with the ability to add additional Call, SMS/MMS and Data add-ons on a recurring basis at an additional cost.

Recurring charges are payable in advance at the start of each Billing Cycle. Payment options are Debit or a Credit Card only.

This Subscription is designed for reasonable personal and non-commercial use within Australia only.

MINIMUM TERM

Zero AU's mobile subscription is supplied as a rolling Subscription that **renews automatically** every 28 days. Subscribers may terminate the Service at any time, including at the end of a Billing Cycle. However, you will forfeit any prepayment that has already been made or any value remaining on your Subscription during the Billing Cycle.

PLAN INFORMATION	Zero Base Plan
All Subscription and Add-on charges billed every 28 days automatically.	
Charge per Subscription	\$0
Subscription Renewal Period (renewed automatically)	28 days
Included Data	1GB
Additional Features	Free
✓ Voicemail	
✓ Call Forwarding	
✓ Call Waiting Identification	
✓ Call Hold	
✓ Calling Line Identification	
✓ Three-way Conferencing	
Incoming Calls & SMS	Free
13/1300/1800 Outgoing Calls	Free
PAYG Standard National Calls (If no "Unlimited Call & SMS" add-on selected) (per minute billed in 60 second blocks)	\$1
PAYG Cost of 2 Minute Standard National Call (If no "Unlimited Call & SMS" add-on selected) (per minute billed in 60 second blocks)	\$2
PAYG Standard National SMS (If no "Unlimited Call & SMS" add-on selected) (per 160 character SMS)	25c
Add-on Unlimited National Calls & SMS	\$8
Add-on Data	
Small 5GB total (including 1GB on the Base Plan)	\$18
Medium 25GB total (including 1GB on the Base Plan)	\$28
Large 40GB total (including 1GB on the Base Plan)	\$38
Cost of Excess Data (per GB over the total allowance)	\$10
Add-on Unlimited International Calls (available with Medium and Large Data add-ons only)	\$2
Unlimited calls to fixed and mobile numbers in 10 countries only – Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, United Kingdom and United States of America. International calls not available to any other countries.	
One Time Fees	
Account Credit for \$0 PAYG Plan only	\$10
SIM Card, Shipping & Handling (Payable upfront)	\$10
Total Minimum Charge to access \$0 subscription with PAYG Calls & SMS; or Total Minimum Charge to access \$0 subscription with "Unlimited Call & SMS" add-on	\$20
	\$18

EXCLUDED USAGE

The Zero Base Plan does not allow

- International calls to all countries except the 10 countries listed above with the Medium and Large Data Add-ons; and
- International roaming



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CUSTOMER SUPPORT

Help is never too far. Simply raise a ticket via the Zero AU app or email support@zeromobile.com.au.

Support is available from 9am to 5pm, Monday to Friday, excluding public holidays.

PLAN CHANGE

You are allowed to change your plan once in any billing cycle. The plan change will only be effective from your next billing cycle.

NUMBER PORTING

You are able to retain your existing number by porting it to us. In order to move your number successfully, you must provide the following information at the time of registration:

- ✓ Existing Prepaid Service | Date of birth
- ✓ Existing Postpaid Service | Account Number

If you do not wish to port your existing number, we will allocate a new number to you automatically.

BILLING

Subscription is renewed and billed automatically every 28 days ("Subscription Renewal Date") from the date you activate your service with us. This Subscription requires valid Debit or Credit Card stored on your account on an ongoing basis. You must ensure that all your details, including your card details, are up-to-date at all times.

When required, if a payment is not received on your Subscription Renewal Date, you will be unable to use your service immediately thereafter. In order to resume your Subscription, full outstanding payment must be made.

If you do not renew your Subscription within 14 days of the Subscription Renewal Date, your Subscription will be terminated automatically. You will be unable to retain or recover your mobile number thereafter.

On the Subscription Renewal Date, no payment will be required for the \$0 Base Plan with PAYG Calls & SMS, unless additional usage or add-ons must be billed or your available Account Credit is below \$10. In order to maintain continuity of your service, you will be billed \$10 automatically when your available Account Credit drops to \$0.

PLAN CHANGE

You are able to change your add-ons ("Plan Change") at any time **once** in a Billing Cycle. However, doing so will result in:

- Loss of any previous value you had paid for; and
- Reset of your Subscription Renewal Date to 28 days from the date of the Plan Change.

As an example, if you currently have a 5GB Add-on on your service, changing it to 25GB in the middle of your Billing Cycle will result in you getting a total of 25GB only to be used within 28 days from the date of the change.

BUNDLING

Subscribers are not required to bundle their Subscription with any other products. However, Subscribers must have a compatible handset (iOS or Android) in order to join our service, track their usage, manage their account and get access to support using the Zero AU's Mobile App.

BYO HANDSET

You need a compatible smartphone to use our service. Our service will work with most Android or Apple iOS smartphones. You are advised to check and ensure that you have a compatible smartphone before you apply for our service.

INTERNATIONAL ROAMING

Zero AU currently does not offer international roaming.

COVERAGE

The mobile product of Zero AU provides a 4G coverage footprint of 97.9% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

The network capability of Zero AU's mobile solution has access to download speeds of up to 100Mbps on 4G across 97.9% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas.

On 3G, typical download speeds are 1.1- 20Mbps across more than 85% of the population, 550kbps to 8Mbps across more than 95% of the population, and 550kbps to 3Mbps in remaining coverage areas reaching more than 98.8% of the population. Typical wireless packet data upload speeds on the 3G network are 300kbps to 3Mbps across more than 93% of the population and in remaining coverage areas 300kbps to 1Mbps.*

**End-user speeds will also vary due to factors such as device capabilities, location, distance from the base station, local terrain, user numbers, hardware and software configuration, download source / upload destination and network management measures.*

CUSTOMER SUPPORT

Support is available from Mon-Fri 9am to 5pm, excluding public holidays via the Zero AU Mobile App.

COMPLAINTS HANDLING

If you have dispute relating to your Subscription and you wish to make a complaint, you are able to contact a Support Specialist, by:

Email: support@zeromobile.com.au

FURTHER OPTIONS

If you are not satisfied with our handling of your complaint by our Support Specialist, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by calling them on 1800 062 058 or visiting www.tio.gov.au.