



# Critical Information Summary

## Mobile Subscription (Partner Plan)

### Partner Plan | Small

- ✓ 5GB Data
- ✓ All Basic Features
- ✓ \$20/28 days

### Partner Plan | Medium

- ✓ 25GB Data
- ✓ All Basic Features
- ✓ Unlimited international calls to 10 countries
- ✓ \$30/28 days

### Partner Plan | Large

- ✓ 40GB Data
- ✓ All Basic Features
- ✓ Unlimited international calls to 10 countries
- ✓ \$40/28 days

### Partner Plan | Mini

- ✓ 1GB Data
- ✓ All Basic Features
- ✓ \$8/28 days

### EXCESS DATA

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

### ONE TIME FEES

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

### SERVICE DESCRIPTION

The Zero Partner Plan is a prepaid Subscription, which is billed every 28 days ("Billing Cycle"). 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	Partner Plan
<b>Subscription renews and billed automatically every 28 days.</b>	
<b>All Plans include the following Basic Features</b>	
<ul style="list-style-type: none"> <li>✓ <i>Unlimited National Calls &amp; SMS</i></li> <li>✓ <i>13/1300/1800 Outgoing Calls</i></li> <li>✓ <i>Voicemail</i></li> <li>✓ Call Forwarding</li> <li>✓ Call Waiting Identification</li> <li>✓ Call Hold</li> <li>✓ Calling Line Identification</li> <li>✓ Three-way Conferencing</li> </ul>	\$0
Partner Plan <i>Small</i> -All Basic Features + 5GB	\$20
Partner Plan <i>Medium</i> -All Basic Features + Unlimited International Calls to 10 Countries + 25GB	\$30
Partner Plan <i>Large</i> -All Basic Features + Unlimited International Calls to 10 Countries + 40GB	\$40
Partner Plan <i>Mini</i> -All Basic Features + 1GB	\$8
Standard National Calls per minute, billed in 60 second blocks	\$0
Cost of 2 Minute Standard National Call per minute, billed in 60 second blocks	\$0
Standard National SMS billed per 160 character SMS	\$0
Cost of Excess Data (per GB over the total allowance, billed in 1GB increments)	\$10
<b>Unlimited International Calls (available with Medium and Large Plans only)</b>	
Unlimited calls to <b>fixed</b> and <b>mobile</b> 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.	\$0
<b>One Time Fees</b>	
SIM Card, Shipping & Handling (Payable upfront)	\$10
<b>Total Minimum Cost   Partner Plan Small (Including One Time Fees)</b>	\$30
<b>Total Minimum Cost   Partner Plan Medium (Including One Time Fees)</b>	\$40
<b>Total Minimum Cost   Partner Plan Large (Including One Time Fees)</b>	\$50
<b>Total Minimum Cost   Partner Plan Mini (Including One Time Fees)</b>	\$18

### EXCLUDED USAGE

The Zero Partner Plan does not allow

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



### CUSTOMER SUPPORT

Help is never too far. Simply raise a ticket via the Zero AU app or email [support@zeromobile.com.au](mailto:support@zeromobile.com.au).

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

### 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.

### PLAN CHANGE

You are able to change your plan ("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 are currently on Partner Plan Small with 5GB, changing it to Partner Plan Medium with 25GB data 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](mailto: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](http://www.tio.gov.au).