

AlphaSim Mobile Voice SIM Only Plan

This summary gives you the important information you need to know about your Nelson Bay Online Mobile Voice plan. It covers things like the length of your contract, billing, what's covered and what's not.

Plan Details - Monthly charges						
Plan	AlphaSim-2GB	AlphaSim-4GB	AlphaSim-10GB	AlphaSim-20GB	AlphaSim-30GB	AlphaSim-60GB
National Calls & SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data*	2 GB	4 GB	10 GB	20 GB	30 GB	60 GB
International Calls & SMS	PAYG	PAYG	PAYG	PAYG	PAYG	PAYG
Included unlimited calls and SMS from within Australia to 10 selected countries	-			China, Germany, Hong Kong, India, Malaysia, NZ, Singapore, South Korea, UK, and USA		
Plan cost per month	\$15.00	\$21.00	\$27.00	\$38.00	\$44.00	\$64.00
Cost of included data (per GB)	\$7.50	\$5.25	\$2.70	\$1.90	\$1.47	\$1.07
Activation fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total minimum cost over Contract Term	\$15.00	\$21.00	\$27.00	\$38.00	\$44.00	\$64.00
Excess Data Rate (per GB block)	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00

* Prorata allowance applies in the first month.

Information About the Service

AlphaSim Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 4G technology - you'll need to bring your own mobile phone handset. A minimum term of one month applies to Nelson Bay Online Mobile Voice services.

What's Included

- This plan includes all standard calls to Australian landlines and mobiles, all standard SMS and MMS to Australian mobiles, and included data each month, all for use within Australia.
- Your monthly included value for standard national calls and SMS can be also used within Australia for calls to 13/1300 numbers, voicemail deposit and retrieval. Calls to 1800 numbers are not charged. Unused value and data will expire at the end of each monthly period.
- AlphaSim 20GB plans, and above, include unlimited calls and SMS from within Australia to China, Germany, Hong Kong, India, Malaysia, NZ, Singapore, South Korea, UK, and USA. PAYG call rates apply to other countries.

What's Not Included

- The National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with '191', '193 - '197' and '199', Premium/Paid content, content packs, directory assistance or any other content services or charges.
- The included National Data or Call allowance cannot be used whilst overseas.

Where is it available?

Provided you've got a 4G-compatible device, you'll receive access to Telstra national 4G or 3G coverage – see maps at www.nelsonbay.com/mobile-voice/coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the building you may be using your device from.

BYO device

A compatible mobile (with the Telstra 4G Network) device is required to gain access to the service and is required to be operated inside the coverage area.

Minimum Term

Minimum term of this service is one month – this is a month-to-month service with no contracts. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

Information About Pricing

Minimum Total Cost

Refer to table below. If your usage exceeds the monthly data allowance, additional usage charges apply for uploads and downloads.

Cancelling Your Plan

No pro-rata credits or refunds are offered for cancelling services. Please bare this in mind if you need to cancel a service.

Service Activation Fee

There are no activation fees for this service.

Excess Data Charges

Any excess data usage above your monthly inclusion will automatically be charged at \$10 per GB (or part of a GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

Other Information

Customer Service Contact Details

You can contact Nelson Bay Online customer service for Support & Billing assistance via 1300 746 754 or emailing support@nelsonbay.com, or via appropriate contact form to the appropriate area at www.nelsonbay.com/contactus

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 Nelson Bay Online's complaint resolution team at complaints@nelsonbay.com or call **1300 746 754**.

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/about-us/contactus