

## TasmaNet Mobile

### INFORMATION ABOUT THE SERVICE

#### WHAT IS THE SERVICE?

TasmaNet Mobile is a mobile phone service that allows you to make and receive calls, send and receive SMS/MMS messages and access mobile data in Australia. A SIM card will be provided.

<b>Minimum Term</b>	As per TasmaNet service order.						
<b>Plan name</b>	<b>1GB</b>	<b>3GB</b>	<b>10GB</b>	<b>20GB</b>	<b>30GB</b>	<b>60GB</b>	<b>100GB</b>
<b>Minimum Monthly Charge (incl GST)</b>	\$10.00	\$20.00	\$30.00	\$35.00	\$45.00	\$65.00	\$85.00
<b>Monthly Data Allowance</b>	1GB	3GB	10GB	20GB	30GB	60GB	100GB
<b>Calls in Australia to landlines, AU mobiles, 13/1300/1800 and voicemail</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>SMS &amp; MMS in Australia to Australian mobiles</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Call forwarding to Australian landlines, mobiles</b>	\$0.12 per minute	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Calls and text to 15 Eligible International Locations</b>	Charges apply depending on the location of your call. All rates are charged on a per minute basis. <a href="#">Click here for rates.</a>			Unlimited	Unlimited	Unlimited	Unlimited
<b>Early Termination Charges</b>	If you cancel your service or transfer your number to a new provider before the end of a billing period, TasmaNet will not credit you for any unused days remaining in your current billing period.						
<b>Eligible International Locations</b>	China, Hong Kong, Indonesia, Malaysia, Singapore, UK, Germany, Ireland, Greece, Thailand, Vietnam, India, New Zealand, South Korea and USA.						

## INFORMATION ABOUT PRICING (ALL PRICES INCLUDE GST)

Other pricing information	International	International calls not listed in the table above will be charged at pay as you go. <a href="#">Click here for rates.</a>
	Data top up (for use in Australia only)	Automatic Data top up of 2 GB is available for \$10.00 per top up.
	Other charges	Non-standard calls and SMS or MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at pay as you go <a href="#">rates available here.</a>
	Excess Spend Limit	Once included calls or data are used within a month, excess usage will be capped at \$100.00. This limit can be adjusted by contacting the TasmaNet Service Desk

## OTHER INFORMATION

### OFFER EXCLUSIONS

International Roaming in eligible countries is available upon request by contacting our customer service centre. A daily roaming pack gives you unlimited calls and texts in eligible countries and 200MB of data for \$10 per day. This pack is automatically activated when you arrive in an eligible country and use your service. It will expire 24 hours after activation and will be added every 24 hours if you continue to use our services overseas. Click here to view the list of eligible countries and roaming rates.

### OFFER LIMITATIONS

Calls to satellite numbers and some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e.1900) are not supported.  
Data Allowances will expire at the end of each billing period.

### RESTRICTIONS

This plan is only for use within Australia, your inclusions cannot be used overseas.  
This service 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. Use our coverage map to check if the service is available at the location where you would usually use the service.

### OFFER CONDITIONS

You will be required to pay the plan fee upfront when you place your order.  
This service is not available for telemarketing, call centre functions and similar uses.

### DATA TOP UP

Automatic data top up plans will automatically add 2GB of data to your plan automatically when all of your included data has been used. A maximum of 5 top up plans will be applied each billing period.  
After the 5th automatic top up has been depleted in a billing period, data will be blocked. You can choose to purchase extra top up plans of 2GB by contacting the TasmaNet Service Desk.

### ACCEPTABLE USE POLICY

All TasmaNet plans are subject to the Acceptable Use Policy found in the Terms and Conditions available at <https://www.tasmanet.com.au/legal/terms-conditions>

## CHANGING YOUR PLAN

You can request to change to a plan of higher or lower value, the change will take place at your next renewal date.

## SERVICE PROVIDER

TasmaNet Pty Ltd (ABN: 61 111 240 978) is a reseller and uses part of the 4G and 3G mobile network and capabilities of Telstra Wholesale to provide our mobile services. TasmaNet is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

## EQUIPMENT

To use this service, you will need to bring your own compatible mobile device which must support 3G 850MHz. For access to the 4G service, your device must also support both 4G 1800MHz and 4G 700MHz bands.

## CUSTOMER SERVICE & SUPPORT

TasmaNet Mobile plans are offered with a best effort SLA. Contact the 100% Australian TasmaNet Service Desk team between 8:00am and 6:00pm (AEST) on business days by calling 1300 792 711, or email [servicedesk@tasmanet.com.au](mailto:servicedesk@tasmanet.com.au) outside business hours.

## BILLING INFORMATION

### BILLING CHARGES

Invoices will be emailed to your default email address. Invoices can be sent by mail on request. We may apply a charge for invoices issued by mail.

Invoices will be sent at the beginning of each month; however, we may issue an interim invoice for the services at any time.

### SERVICE COMMISSIONING DATE

Once you have received your SIM card and activated the service, the plan will be applied to your service, and this will become your Service Commissioning date.

### FIRST INVOICE CHARGES

Your first invoice will include:

Charges for part of the month from when your service was activated until the end of that billing cycle;

The Minimum Monthly Charge is charged in advance for the next billing cycle; and

Any additional charges for non-recurring items used during that billing period.

### PAYMENTS

You must pay within fourteen (14) days of the date of the invoice. Unless otherwise agreed in writing by TasmaNet, you must pay the invoice by direct debit or credit card.

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted or suspended if you fail to pay your bill on time.

## OTHER INFORMATION

You will receive SMS alerts when you use 50%, 85% and 100% of your data allowance. We'll also send you an SMS letting you know each time a data top up is added to your service.

## TASMANET CONTACT DETAILS

	Phone	Email	Post
Sales	1300 792 711 option 1	sales@tasmanet.com.au	TasmaNet Pty Ltd PO Box 149 Glenorchy TAS 7010
Service Desk	1300 792 711 option 2	servicedesk@tasmanet.com.au	
Accounts	1300 792 711 option 3	accounts@tasmanet.com.au	

TasmaNet Mobile plans are offered with a best effort SLA. Contact the 100% Australian TasmaNet Service Desk team Mon-Fri: 8:00am to 6:00pm AEST

Outside Business hours you will reach our after-hours messaging service. Alternatively, log a job with our service desk on [servicedesk@tasmanet.com.au](mailto:servicedesk@tasmanet.com.au) and we will get back to you the next business day.

## HOW TO ACCESS OUR DISPUTE RESOLUTION PROCESS

If you are dissatisfied with any aspect of our service and you wish to discuss it with us, you can access our feedback process at <https://www.tasmanet.com.au/legal/feedback>

## TIO CONTACT DETAILS

If you have exhausted all avenues for resolving your complaint within TasmaNet you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>

## FULL LEGAL TERMS AND CONDITIONS

This document is a summary only, TasmaNet's full legal terms and conditions are available here.

## CAPABILITIES AND LIMITATIONS OF SERVICES PROVIDED ON TASMANET MOBILE

You'll find here a brief list of the most frequently asked questions about the capabilities and limitations of TasmaNet Mobile.

### COVERAGE

It is similar to the coverage offered by Telstra Retail, but not the same. Access [www.mobilemaps.net.au/4G](http://www.mobilemaps.net.au/4G) for the 3G and 4G coverage map.

Refer to collateral for more info about coverage.

### LTE

is simply the 4G standard used, which is used by TasmaNet Mobile.

### 4G+

It is a more advanced 4G technology that would theoretically reach higher speeds than on normal 4G. TasmaNet Mobile speed is capped at 100Mbps.

### MACHINE TO MACHINE (M2M)

M2M Use is not available.

### QUALITY OF SERVICE (QoS) SETTINGS

Telstra Retailers are mapped to either a 'Background' or 'Interactive' traffic class (QoS). All end users of the service will be mapped by Telstra to an 'Interactive' setting that is the same as the default Telstra Retail 'interactive' setting. QoS settings cannot be changed by you or the end user.

### MOBILE HOTSPOT

is the tethering (share the mobile device internet with other devices). It is mentioned in the collateral.

### VISUAL VOICEMAIL

is unfortunately not supported.

### VoLTE

(voice over LTE) is the capability to make calls over 4G (internet). Unfortunately, it's not supported yet.

### WI-FI CALLING

(also known as VoWiFi) is basically also the capability to make calls over wi-fi (internet). This isn't supported either.

### FACETIME

Video calling is available on the platform, but only if each party of the call: has a compatible device in a 3G/4G coverage area of the resale coverage area, and for an international video call, is a customer of a mobile carrier in a country where Telstra has arrangements in place for video calling.

### APPLE WATCH (eSIM)

Unfortunately Telstra Wholesale offer does not support eSIM technology to operate with Apple Watches and other devices.

## MULTIMEDIA MESSAGING SERVICE (MMS)

The maximum size of an MMS is 2MB. MMS Messages cannot be delivered to email addresses. Delivery receipts will not be provided in relation to MMS Messages. If an MMS message is sent to an end user who does not have an MMS-capable handset, the MMS message will not be delivered. The intended recipient may receive an SMS message notifying of a failed attempt to send the MMS message.

## PREMIUM SMS

Premium SMS service is barred.

## CONFERENCE CALL (6 PARTY) (MPTY)

Conference call with up to 6 people is available.

## STATIC IP'S

Static IP's are not available on the platform.