



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Talk 20** mobile plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

This plan has a **24 month** minimum term.

### What's Included and Excluded?

Your Standard Monthly Call Allowance can be used for national calls to mobile and fixed services and calls to 13,1300 and 1800.

Your Monthly Data Allowance can be used to access mobile internet.

Your Standard Monthly Call Allowance can't be used for making calls to international numbers, usage when travelling overseas, calls or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges). Charges for these calls, SMS and MMS can be found at [www.arcon.com.au](http://www.arcon.com.au)

### Information about pricing.

Minimum monthly charge is **\$20**. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more than \$20. The total minimum amount that you'll pay over the period of your plan term is **\$480**.

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.

### EARLY TERMINATION

If you choose to cancel your mobile service or it is disconnected within the **24 month** term you must pay an early termination fee (ETF).

This is calculated as your minimum monthly access fee multiplied by the months remaining in your contract, plus any remaining handset fee if applicable.

## YOUR MONTHLY CALL AND DATA ALLOWANCE

**\$80 Standard Included Call Value** - Your unused Monthly Call Allowance expires each month

**100MB** - Your unused Monthly Data Allowance expires each month.

## STANDARD CALL, SMS AND DATA CHARGES

Call	A 2 minute standard call will cost you \$2.15 (90¢ per minute plus 35¢ flagfall) Calls charged in 60 second increments.
SMS	A message will cost you 25¢
Excess data	If you use more than your monthly allowance you will be charged 50¢ per MB or part thereof

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **37** calls.

### Other information

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 780 649** so we can serve you better. Or you can visit us at [www.arcon.com.au](http://www.arcon.com.au) for additional information, including to access information about your usage of the service.

### USING YOUR SERVICE OVERSEAS

Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage. You can find the rates for international usage at <https://www.optus.com.au/shop/mobilephones/postpaidautoroam>

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.arcon.com.au](http://www.arcon.com.au) You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

 **1300 780 649**

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 **www.arcon.com.au**