

# numobile's Critical Information Summary

This summary contains key information about our simple, flexible mobile plans ("Mobile Plans") and will help you get what's best for you from nu; and avoid nasty surprises.

## Welcome to the nu way!

Please note this summary does not reflect all terms and conditions (for full terms, please click [here](#)) and (except where stated otherwise) does not include any special offers or promotions that nu mobile may offer from time to time.

### Key information about the service

Every Mobile Plan offered by nu mobile:

- is a month-to-month post-paid mobile service;
- is for use only in Australia;
- uses parts of Telstra's 4G and 3G mobile network;
- comes with Data, Talk and Text – per the table below;
- comes with data banking – per the table below;
- is available only when purchasing a "nucertified" phone (the "Corresponding Mobile Device") – visit our website for the latest range of "nucertified" phones and prices;
- lets you pay off the Corresponding Mobile Device interest free over 24 equal monthly instalments (the "Instalment Plan");
- has no fixed term - so you are free to leave at any time, provided that:
  - if you keep the phone, you must then pay any remaining balance under the Instalment Plan; or
  - if you return the phone, you may be required to pay an Impairment Fee;
- can be changed (up or down) to another Mobile Plan at any time; and
- provides you with peace of mind, with the comfort of nu mobile's:
  - "Cooling Off Period";
  - "12-Month Device Warranty"; and
  - "Return or Swap Anytime" Conditional Buyback Obligation.

PLAN INCLUSIONS	XS	S	M	L	XL
<b>Monthly plan cost</b> (Minimum total cost for mobile plan, excludes the price of your Corresponding Mobile Device)	\$10	\$20	\$30	\$40	\$50
<b>Monthly data allowance</b> (Excludes promo data; allowance resets monthly)	1 GB	5 GB	30 GB	42 GB	55 GB
<b>Talk</b> (Std. calls within Australia to mobiles, landlines & 1300/1800 numbers; excludes premium services, such as satellite, premium lines & operator assisted calls)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Text</b> (SMS & MMS to Australian numbers; premium services excluded)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Data bank</b> (Store unused data for future use, reset only on downgrading your plan)	✓	✓	✓	✓	✓
<b>Data bank limit</b>	200GB	200GB	200GB	200GB	200GB
<b>International talk and text</b> (Std. talk and text to mobiles and landlines in 15 international countries)	✗	✗	✓	✓	✓
<b>"Cooling Off" Period</b> (Option to cancel Mobile Plan and/or Corresponding Mobile Device in 1st month for full refund where device is in "good condition", otherwise the relevant Impairment Fee applies)	✓	✓	✓	✓	✓
<b>12-Month Device Warranty</b> (In addition to consumer warranties that may apply under the Australian Consumer Law)	✓	✓	✓	✓	✓
<b>"Return or Swap Anytime" Conditional Buyback Obligation</b> (return your Corresponding Mobile Device, or swap it for another nucertified phone, with no more to pay if in "good condition", or the relevant Impairment Fee otherwise applies)	✓	✓	✓	✓	✓
<b>International roaming</b> (As we do not offer roaming, we offer "Freeze Service" (see below) to manage costs when travelling outside Australia)	✗	✗	✗	✗	✗
<b>Minimum term</b> (Services must be cancelled by the monthly cut-off time)	1 month	1 month	1 month	1 month	1 month
<b>Change your plan up or down anytime</b> (Flexibility to increase or decrease your spend any time – effective next monthly billing cycle)	✓	✓	✓	✓	✓
<b>No early termination fees</b> (However any amount owing on the Corresponding Mobile Device will be deducted shortly after cancellation, if you elect to keep it)	✓	✓	✓	✓	✓
<b>"Freeze Service" option</b> (You may elect to suspend your service for up to 3 months without losing data bank balance – e.g. when travelling)	✓	✓	✓	✓	✓

### Information about pricing, billing and payments

#### Method of payment

All payments must be made using your nominated credit or debit card.

#### Upfront payment on sign-up

When you sign up online and your application is accepted, you will pay upfront the first month's charges (for each of your chosen Mobile Plan and Corresponding Mobile Device).

#### Monthly payments thereafter

Activating your service determines your monthly billing date. Unless you cancel your Mobile Plan, it will renew automatically on the same day each month (and the corresponding amount will be deducted from your nominated card on that monthly billing date).

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## Data add-on purchases

Any purchases of data add-ons (see below) will be deducted from your nominated card at the time of purchase.

## Shipping fees

We bear the costs of shipping the nu Welcome Pack to you.

No shipping is payable for returns during the “Cooling Off Period” or successful claims under any warranty.

For other requests, a shipping and handling fee of \$15 or \$30 may apply.

## Late fees?

We may apply late fees of \$10 where your account remains in arrears after 15 days, and a further fee of \$30 if it remains in arrears after 60 days.

Late fees are in addition to the amounts owing in respect of your Mobile Plan and/or your Corresponding Mobile Device.

## How do I change my nominated card?

You can change your nominated card at any time either online or by contacting our Customer Service Team.

## Data and data banking

### Monthly allowance

Each Mobile Plan comes with a monthly data allowance, which resets on each monthly billing date.

### Data add-on

You may at any time purchase a data add-on through your online account. The data is a one-time allocation, and is available shortly after purchase.

At the time of publication, two data add-ons are available as follows:

One-time Data Add-On	One-off Cost
2GB Add-On	\$10
5 GB Add-On	\$25

### How to monitor your data usage

You can also check your current data balances at any time by texting the word “BAL” to 179.

You will also receive near real-time notifications when:

- you have used 50%, 85% and 100% of your monthly data allowance; and
- your data bank reaches various thresholds (e.g. 100GB, 50GB, 20GB, 5GB etc.).

You can also check your call and data usage via your online account.

### What if I use up my monthly data allowance

As soon as you exhaust your current month’s data allowance, you will start using any stored data from your data bank (see below).

You may also at any time purchase a data add-on (which will be available very soon after purchase), by accessing your online account.

You will be able to access your online account even if you have exhausted all data.

### Data bank

At the end of each monthly billing cycle, any unused:

- monthly data allowance; and
- one-off data-add ons,

will be ‘banked’ in your data bank (until the limit is reached – please see the table above for the limits for each Mobile Plan).

Banked data will be stored indefinitely and can be used at any time in the future, unless:

- you downgrade to a less expensive Mobile Plan (your banked data will be reset to zero on the change taking effect); or
- you terminate your Mobile Plan (your data bank, and all banked data, will be forfeited when termination takes effect).

## International talk and text

For applicable Mobile Plans (see table above), international talk and text to standard numbers (premium services and video not included) is currently offered to the following 15 countries:

Bangladesh, China, Hong Kong, India, Indonesia, Malaysia, Philippines, New Zealand, Pakistan, Singapore, South Korea, Thailand, United Kingdom, United States of America and Vietnam

## Your Mobile Plan and “Return or Swap Anytime”

At any time you are on a Mobile Plan you may ask to return or swap your Corresponding Mobile Device (rather than continuing to pay it off over the 24-month interest free Instalment Plan).

We will send you a post-paid satchel to send us that phone, where we will undertake an assessment of its condition.

Where the phone condition is:

- “good condition”, we take back the phone, and you will have nothing left to pay;
- “slightly impaired”, we take back the phone, and you pay just 20% of the remaining balance owing on that phone; or
- “significantly impaired”, we take back the phone, and you pay just 40% of the remaining balance owing on that phone.

If you want to return that phone, it is up to you whether or not you wish to keep the Mobile Plan.

If you want to swap that phone for a new **nu**certified phone, you can enter into another Instalment Plan to pay that off interest free over 24 months.

More information about the assessment process and the conditions is available [here](#).

If you terminate your Mobile Plan early and wish to keep your phone, you will have to pay the balance of any remaining device repayments.

## Making changes to your Mobile Plan

### Can I change my Mobile Plan?

You can change your Mobile Plan (up or down) once during each monthly billing cycle. Such change will take effect on the next monthly billing date.

If you downgrade your Mobile Plan, your data bank will be reset to zero (i.e. any banked data will be forfeited at the time of the plan change, but you can start rebuilding your data bank from then on).

## Network and coverage

Availability of services (including 4G and 3G) will depend on a number of factors. More information is available on our website.

## Need help?

### Questions?

Answers to common questions can be found in our FAQ section (available [here](#)).

### Complaints handling and queries

If you have a complaint or query, please contact nu mobile’s Customer Service Team (contact details [here](#)).

### Telecommunications Industry Ombudsman

While all complaints must be directed to nu mobile at first instance, if you’re not satisfied with the resolution of your complaint by nu mobile, you may wish to contact the Telecommunications Industry Ombudsman (an independent dispute resolution body).

The TIO’s contact details are as follows:

- (t): 1800 062 058  
(e): [tio@tio.com.au](mailto:tio@tio.com.au)  
(w): [www.tio.com.au](http://www.tio.com.au)  
(p): PO Box 276, Collins Street West VIC 8007

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