

numobile's Critical Information Summary

This summary contains key information about our simple, flexible Mobile Service Plans ("Mobile Service 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 applicable to our Mobile Service Plans (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 mobile service;
- is for use only in Australia and is subject to our Fair Go Policy;
- uses parts of Telstra's 5G, 4G and 3G mobile network;
- comes with Data, Talk and Text – per the table below;
- comes with data banking – per the table below;
- can be changed (up or down) to another Mobile Service Plan anytime, and;
- has no fixed term – so you are free to leave at any time, however, amounts payable in relation to Mobile Devices you have purchased on an instalment plan or subscribed to from Us may become payable (including, without limitation, as applicable, the remaining balance under any instalment plan or subscription plan, and in relation to return of a device under subscription, non-return fees, damage fees and non-functioning device fees), in which case, such amounts will be deducted shortly after cancellation or upon their becoming payable under the applicable terms. See all applicable terms and conditions [here](#).

PLAN INCLUSIONS

Monthly plan cost (Minimum total cost for Mobile Service Plan, excludes payments associated with any Mobile Device you have purchased, or subscribed to, from Us)	\$15	\$25	\$30	\$35	\$45	\$55
Monthly data allowance (Excludes promo data; allowance resets monthly)	3GB	22GB	32GB	42GB	90GB	120GB
Talk (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	Unlimited
Text (SMS & MMS to Australian numbers; premium services excluded)	Unlimited SMS; 1000 MMS/mth	Unlimited SMS; 1000 MMS/mth	Unlimited SMS; 1000 MMS/mth	Unlimited SMS; 1000 MMS/mth	Unlimited SMS; 1000 MMS/mth	Unlimited SMS; 1000 MMS/mth
Network Access	3G & 4G	3G, 4G	3G, 4G	3G, 4G	3G, 4G	3G, 4G & 5G
Plan Speeds	Download speeds are capped at 100Mbps on 4G	Download speeds are capped at 100Mbps on 4G	Download speeds are capped at 100Mbps on 4G	Download speeds are capped at 100Mbps on 4G	Download speeds are capped at 100Mbps on 4G	Download speeds are capped at 250Mbps on 4G & 5G
Data bank (Store unused data for future use, reset only on downgrading your plan)	✓	✓	✓	✓	✓	✓
Data bank limit	500GB	500GB	500GB	500GB	500GB	500GB
International talk and text (Std. talk and text to mobiles and landlines to 15 international countries)	✗	✓	✓	✓	✓	✓
International roaming (As we do not offer roaming, we offer "Freeze Service" (see below) to manage costs when travelling outside Australia)	✗	✗	✗	✗	✗	✗
Minimum term (Mobile Service Plans must be cancelled by the monthly cut-off time)	1 month	1 month	1 month	1 month	1 month	1 month
Change your plan up or down anytime (Flexibility to increase or decrease your spend any time – effective next monthly billing cycle)	✓	✓	✓	✓	✓	✓
No early termination fees (However, amounts payable in relation to Mobile Devices you have purchased on an instalment plan or subscribed to from Us may become payable, in which case, such amounts will be deducted shortly after cancellation or upon their becoming payable under the applicable terms. See all applicable terms and conditions here)	✓	✓	✓	✓	✓	✓
"Freeze Service" option (You may elect to suspend your service for up to 3 months without losing data bank balance – e.g. when travelling)	✓	✓	✓	✓	✓	✓
Mobile Devices	You can bring your own compatible device, purchase a Mobile Device from Us payable outright or on an Instalment Plan, or subscribe for a Mobile Device from Us. See all applicable terms and conditions here .					

Please note that this is a **summary only**. Please click [here](#) to view the full terms and conditions.

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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 Service Plan and where applicable, in relation to your purchase or subscription from Us of a Mobile Device in accordance with the applicable terms therefor).

Monthly payments thereafter

Your service activation date determines your monthly billing date for your Mobile Service Plan. Your service must be activated within 7 days from the date we dispatch your SIM. If you chose a new number, your service will automatically activate after that time. You can contact us if you need to delay activation. Unless you cancel your Mobile Service 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).

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. Shipping and handling fees of \$15 or \$30 may apply to other requests or certain circumstances associated with any Mobile Device you may purchase or subscribe to from Us.

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 Service Plan and/or payments associated with any Mobile Device you have purchased, or subscribed to, from Us.

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 Service 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
5GB 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. 450GB, 400GB, 350GB, 300GB 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 Service 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 Service Plan (your banked data will be reset to zero on the change taking effect); or
- you terminate your Mobile Service Plan (your data bank, and all banked data, will be forfeited when termination takes effect).

Standard talk and text, and MMS

Standard national calls are to any 10-digit number within Australia starting with 02, 03, 04, 07 and 08. Standard national SMS and MMS are to any 10-digit mobile number within Australia. This also includes 13/1300 and 1800 numbers. It excludes special, premium, satellite and overseas numbers.

MMS inclusion allowance is 1,000 National MMS to other Australian mobiles per month (video MMS is included).

You will also receive SMS notifications when you reach certain thresholds (e.g. MMS 50% depleted, MMS 85% depleted, MMS 100% depleted).

International talk and text

For applicable Mobile Service 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, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, and United States of America.

Making changes to your Mobile Service Plan

Can I change my Mobile Service Plan?

You can change your Mobile Service 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 Service 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 5G, 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
- (w): www.tio.com.au
- (p): PO Box 276, Collins Street West VIC 8007

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