

MOBILE SIM PLANS (NO CONTRACT)

Critical Information Summary - Telecommunications Consumer Protection (TCP) Code C628:2012



Welcome to HYBREX™ - Here's a quick summary of your mobile phone plan just to make sure you're across all the important things you need to know about the service and our charges.

Information about the Service

This is a SIM-only, post-paid mobile phone service that gives you access to the Optus 4G and 3G network. The plan includes a mobile phone number (or port your existing number), lets you make and receive calls, send and receive messages, includes a voicemail service and gives you access to mobile data within Australia.

Minimum term: Month to month

Bundling: Not required for this service

Handset: You can choose to bring your own compatible 'unlocked' mobile handset or buy a mobile handset from HYBREX™ either as an outright purchase or pay it off in 24 monthly repayments.

Promos and special pricing: This summary may not cover any special or customised rates or optional extras.

Fair Go Policy: This service is subject to our Fair Go Policy which sets out 'unreasonable', 'unacceptable' and 'commercial' purpose use' of the service which is available on our website hybrex.com.au/fairgopolicy.

What is included

With your monthly plan allowance you can make national calls to standard fixed and mobile numbers within Australia, including national SMS, MMS, 1800/13/1300 calls and voicemail.

The included Monthly Data Allowance allows you to access mobile internet in Australia and unused data expires each month. Excess data used beyond your allowance will be charged at \$15.00 per 1GB block.

Your unused allowances will expire each month at the end of the billing cycle.

What is not included

Your Hybrex mobile plan does not include a mobile handset. Your monthly Call Allowance can't be used for calls made while overseas; nor can it be used for calls, SMS and MMS made to international numbers; calls to premium services; calls to operated assisted numbers and content services.

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your mobile for things not included in your plan or exceed your included usage for either calls or data, you will have to pay more than your monthly minimum.

	1GB PLAN	6GB PLAN	20GB PLAN	50GB PLAN	100GB PLAN
Minimum monthly fee	\$15	\$25	\$35	\$55	\$65
Monthly included data	1GB	6GB	20GB	50GB	100GB
Standard national calls	30c p/min	Unlimited	Unlimited	Unlimited	Unlimited
Standard SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voicemail deposits	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voicemail retrievals	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly included value	N/A	Unlimited	Unlimited	Unlimited	Unlimited
Flag fall (per call)	20c	N/A	N/A	N/A	N/A

Your first bill: We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Cancellations: You must notify us that you wish to cancel your service. You may cancel at anytime which will take effect on the last day of the bill cycle. No pro-rata credits or refunds provided for cancelled services. You may choose to switch your service to another provider but we cannot do this for you.

Plan changes: You may change your plan at anytime subject to a \$15 administration fee

SIM cards: We will send you a new SIM card prior to activation of the service. Once you have received the SIM card, we will activate the service. You must insert the correctly sized SIM card into your mobile device. HYBREX is not responsible for any loss of data caused as a result of swapping SIM cards or service providers. Replacement SIM cards will incur a \$20 fee.

Early termination fees: There is no Early Termination Fee (ETF) on this plan.

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$25 Late Payments Fee each month until full payment has been received.

Payment Methods: A 1.5% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Bill Options: A Bill Print Fee of \$15 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

International call rates: Charges for calls made to international fixed and mobile numbers will vary according to the destination as per the current Optus rates published on their website.

Other Information

Using Your Service Overseas

You'll be charged separately for any usage overseas at much higher rates than normal usage within Australia. Charges apply for both making and receiving calls, SMS, MMS, voicemail and mobile data. Before you travel overseas, you must contact us to enable International Roaming so that you can use the mobile service.

Mobile Coverage (3G, 4G and 4G Plus)

Your mobile service utilises the Optus Mobile Network. For information about network coverage call us on 1300 064036 or visit the Optus website.

Usage Alerts

We'll do our best to send you timely SMS alerts concerning your usage when you have reached 50%, 85% and 100% of your included allowances for either data or calls relating to your mobile service plan.

If you have used more than 100% of your included allowances, and we have not heard from you then we may restrict your service for the remaining bill cycle to reduce any excess charges. Alternatively, you may request that we restrict such services on your behalf from a period of time.

Reporting & Online Tools

Customers may access our Self Help Tool at no charge via the Hybrex website to review bill history, reports and unbilled charges. Contact Customer Support to request your login details.

Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on 1300 064036 (local call cost) or email support@hybrex.com.au or visit our website hybrex.com.au

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit www.tio.com.au

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