

ICB \$20 BYO Mobile Plan



Critical Information Summary

Information about the service

Here is a quick summary of all the important information about your **ICB \$20 BYO mobile plan**. It covers the inclusions and exclusions and how much you need to pay each month. This 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 and does not require bundling.

Minimum Term

This plan has a minimum one month term

What's Included and Excluded?

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

Your monthly data allowance can be used to access mobile internet.

\$200 Standard Included call value - Your Monthly Call Allowance expires each month.

200MB - Your unused monthly Data Allowance expires each month.

Your Standard Monthly call Allowance **can't** be used for making calls to international numbers, usage when traveling overseas, calls or SMS to premium numbers (eg. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges). Charges for these calls can be found at <http://www.icb.com.au/telco/>

Requirements

You will need a mobile handset for this plan. You can purchase a handset through ICB directly or purchase an unlocked mobile phone from a mobile handset supplier.

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 Allowance you will have to pay more than \$20.

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.

Standard call, SMS & Data Charges

CALL	A 2 minute standard call will cost you \$2.15 (90¢ per minute plus 35¢ flag fall) Calls are 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 5¢ per MB or part thereof

If you restricted your use solely to Standard National Mobile Calls each in 2 minutes duration, you could make 93 calls.

Early Termination

There is no early termination fee (EFT) and this service can be cancelled at any time. If you do decide to cancel the service at any time the amount owing for the service will be the cost of the charges incurred up until the time of cancellation of the service.

Other Information

We're here to help

If you have any questions, just call us on **1300 857 935** so we can serve you better. Or you can visit us at <http://www.icb.com.au/telco/> 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 <http://www.icb.com.au/telco/>

Complaints

If you have any concerns or complaints you can access our complaint resolution process via the details on our website at <http://www.icb.com.au/telco/>

You can also contact the Telecommunications industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>



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info@icb.com.au



www.icb.com.au