

Pooled \$35 Plan



Information about the service

Here's a quick summary of the important bits about your **Pooled \$35 Plan** mobile service plan. It covers things like the inclusions and how much it costs each month.

This Service is a mobile phone SIM only service that allows you to make and receive calls, send, and receive SMS/MMS messages and access mobile data in Australia.

It also allows you to pool your data with other SIM cards also using the Pooling Plans.

This plan has a one month minimum term.

What's Included and Excluded?

Unlimited national call value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13xx numbers.

Your unlimited included value **cannot** be used for making calls and sending SMS/MMS to international numbers, satellite numbers, or used when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred

10GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

Information about Pricing

Minimum monthly charge is **\$35**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early Termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

Standard calls, SMS/MMS, and data charges.

Standard Calls	Free of charge
Standard SMS/MMS	Free of charge
Data	If you exceed your 10GB Monthly included value. Data will be pulled from the Data Pool. If the Pool is empty, there will be an automatic \$60 10GB add-on.
E-Sim	For activation and replacement for an E-Sim, there is a once-off \$5 charge .
Pooling Charge	For activation of a Data Pool there is a once-off \$10 charge per pool .

Using your service overseas

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data bolt-ons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.



Other information

If you have any questions, we encourage you to contact your agent:

North Coast Telecommunication Services Pty Ltd

support@ncts.com.au

1300 420 354

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: **tio.com.au/about-us/contact-us**

Visit **www.ncts.com.au** to find more information about call and data usage.

1. All prices are quoted inclusive of GST. 2. These plans are capable of making voice calls, send SMS and MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. North Coast Telecommunication Services ACN 86662800099 uses part of Telstra's 5G, 4G and 3G mobile network, providing a combined 5G coverage footprint of 87%, 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.59 million square kilometres. 10. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. These mobile plans have access to download speeds of up to 250Mbps on 5G across 95% of the population. 5G devices will enjoy typical download speeds of 10 – 250 Mbps and upload speeds of 2 - 50 Mbps in 5G coverage areas and typical download speeds of 5 – 180 Mbps and upload speeds of 1 - 100. 11. Handsets not capable of 5G will only receive 4G and 3G coverage. 12. Check mobile coverage at mobilemaps.net.au/maps/api/embed/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.