

Mobile Voice Medium

Information About the Service

The service:

Mobile Voice Medium is a mobile service which can be used to make phone calls, send SMS/MMS, and use your data allowance to access the internet.

Bundling:

This service is not part of a bundle, it is a standalone service.

Mandatory components:

You will require a mobile phone to use this service. Our service is a BYO (bring your own) service, i.e. we will not supply you with a mobile phone to use our service.

Minimum term:

The service is available with a minimum term of 12 months or 24 months.

Important Conditions:

Using your service outside of Australia is not included in your plan, usage will be charged in addition to your minimum monthly fee. Your service does not include value to call or text international destinations and for mobile premium services, usage will be charged in addition to your minimum monthly fee. You cannot use your included data allowance overseas.

Once your data allowance has been used, excess charges apply. Data allowance resets on the 1st day of each month.

Information About Pricing

Minimum monthly charge:

Minimum monthly charge	\$35.00
Minimum total charge for 12 months	\$431.00
Minimum total charge for 24 months	\$851.00
Activation Fee (Included in minimum total charge)	\$11
Included calls within Australia	Unlimited
Included SMS/MMS	Unlimited
Included data allowance	20GB
Voicemail retrieval	\$0
Cost of calling national 13/1300/1800 numbers	\$0
Calls to international numbers from Australia	Not included in your plan. Charges can be found online at https://www.gb.com.au/International/Mobile

You will be billed in 30 second increments.

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Maximum monthly charge:

The maximum monthly charge depends on whether you: consume more data than included in your plan; use your service for premium content; if your service is used to make international calls or SMS/MMS international numbers; or, if your service is used overseas.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. You will be charged an ETC of \$23.75 for each remaining month in your contract.

Unit Pricing Information:

Cost of making a 2-minute standard national mobile call (incl. flag fall)	\$0
Cost of sending a standard national SMS	\$0
Excess data charges (Billed in 1GB Blocks)	\$0.015/MB or \$15/GB
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls:	Unlimited

Other Information

Usage Information:

We will automatically notify you (free of charge) via SMS when you have used 25%, 50%, 85% and 100% of your allowance; and for each 1GB you use over your allowance, as excess usage charges apply. You can also access usage information which is updated hourly in the services page on MYGB (<https://my.gb.com.au>).

International Roaming:

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them. We will forward any charges you incur with providers overseas to you.

Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email info@gb.com.au if you have any questions, would like to give feedback or to make a complaint.

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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