



Critical Information Summary:

Mobile Phone Plans

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

INFORMATION ABOUT THE SERVICE:

- All mobile phone plans are with the same network, Optus.
- Reliable coverage is provided, when and where you need it the most.
- Most plans include unlimited SMS/MMS as well as unlimited calls, however some have a limit.
- Data in plans range from 1GB to 90GB depending on plans.
- Any excess data is \$12.00 per GB.
- Any unused monthly allowance will expire at the end of each billing cycle (per calendar month).
- Loadednet address the ever-increasing demands of an intelligent, mobile workforce.
- This product is not required to be bundled with any other Loadednet product.
- Loadednet does not offer a handset – all plans are BYOD.
- There is a \$30 plan change fee for any upgrades.

THE OFFER INCLUDES:

- Specified calls per month (see table below) or unlimited calls dependent on plan.
- Specified SMS/MMS per month or unlimited SMS/MMS dependent on plan.
- Data included, amount depends on plan.
- All monthly prices include gst.
- Specified International Direct Calling allowance dependent on plan.

THE OFFER EXCLUDES:

- Any discounts or a change in price on monthly fees.
- Overseas calls and SMS/MMS are not included in certain plans, excess fee will be charged.
- Unlimited data usage.
- Roll over credit or data.

THE MINIMUM TERM:

- For any plans with a 'C' in the name, there is a 12 month contract.
- There is no minimum term for any of the other plans.

IMPORTANT CONDITIONS OF THE OFFER:

- Any non-standard installation fees or excess fees will be on your first invoice.
- All access fees are billed one month in advance - your first invoice will be pro rated to include service commencement date and service access fees up to one month in advance of the current month of billing.
- All invoices will be emailed unless you request them to be sent by mail (\$2.20 postage fee applies).
- Written notice (email, fax or letter) is required from you for disconnection.
- A \$15 (incl GST) late payment fee may apply if an invoice is not paid by the due date.
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments.
- Services will be suspended if monthly fee is unpaid numerous times.
- Call out fees may apply for customer faults where the fault is deemed to be customers own.
- Customer can make payment by BPAY (details are on individual invoices), Direct Debit (form can be provided), Cheque, Cash or over the phone.
- All speeds quoted are maximum theoretical speeds. Loadednet cannot guarantee that the maximum speeds stated will be attainable in all cases.

INFORMATION ABOUT PRICING:

Plan Options & Pricing (all incl. GST.)	Call Inclusions	SMS/MMS Inclusions	Data	International Direct Dialing Allowance	Monthly Price
Loaded 15	200 Minutes	Unlimited	1GB	N/A	\$15.00 (0.015 cents per MB where 1GB = 1000MB)
Loaded 29	Unlimited	Unlimited	6GB	\$50.00	\$29.00 (0.0048 cents per MB)
Loaded 45	Unlimited	Unlimited	10GB	\$300.00	\$45.00 (0.0045 cents per MB)
Loaded 55	Unlimited	Unlimited	15GB	\$500.00	\$55.00 (0.00367 cents per MB)
Loaded 25C	Unlimited	Unlimited	2.5GB	N/A	\$25.00 (0.01 cents per MB)
Loaded 35C	Unlimited	Unlimited	10GB	\$50.00	\$35.00 (0.0035 cents per MB)
Loaded 45C	Unlimited	Unlimited	18GB	\$300.00	\$45.00 (0.0025 cents per MB)
Loaded 55C	Unlimited	Unlimited	23GB	\$500.00	\$55.00 (0.00239 cents per MB)
Loaded 99C	Unlimited	Unlimited	90GB	N/A	\$99.00 (0.0011 cents per MB)



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THE MAXIMUM MONTHLY CHARGE IS:

- Monthly plan fees plus \$15 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus \$12.00 per GB for any excess data usage.

THERE IS NO MAXIMUM EARLY TERMINATION CHARGE

- There will be an Early Termination Charge if the contract is broken before 12 Months have passed (see below)

Loaded 25C - 0-5 Months: \$80	6-11 Months: \$50
Loaded 45C - 0-5 Months: \$180	6-11 Months: \$70
Loaded 55C - 0-5 Months: \$230	6-11 Months: \$90
Loaded 99C - 0-5 Months: \$230	6-11 Months: \$90

THE TOTAL (MINIMUM) COST OVER THE MINIMUM PLAN TERM IS:

- Total minimum cost would be: monthly plan fee, including gst. Any excess data used or calls made will have an excess fee.

OTHER INFORMATION:

- Contact details:
Our website is www.loadednet.com.au
For Sales, Support, or Accounts please visit [our website](#) or call 1300 851 154

UNIT PRICING INFORMATION:

- Cost of making a 2 minute standard national mobile call (incl. flagfall): \$0.88 on Loaded 15.
- Cost of sending a standard national SMS: \$0.44.
- Excess data charges: \$12.00/GB.
- If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make 200 calls on Loaded 15.

OUR SERVICE COMMITMENT:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg. NBNCo)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email accounts@loadednet.com.au or call us on 1300 851 154
- Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](#)

The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact www.tio.com.au

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)

Fax: 1800 630 614

Postal: PO Box 276, Collins Street West, VIC 8007