

Critical Information Summary- SIM Only Mobile Plan

Service Description

- It is a SIM-only, pre-paid mobile service for residential use for \$6.99, \$ 8.99., \$19.99, \$39.99 or \$69.99.
- It is not a requirement of OCCOM Network that customers acquire handsets or other equipment from OCCOM Network. However, you must have a compatible, unlocked mobile handset.
- 3 in 1 sim designed to fit all handsets.

Minimum Term

OCCOM Network are supplied on a rolling month to month basis and customers are permitted to terminate the acquisition of the service at any time. There are no early termination fees applicable to this plan. You may cancel at any time by providing us with 30 days' notice.

Information about pricing and data allowance

Plan	Super Budget SIM plan	Budget SIM Plan	Saver SIM Plan	Boost SIM Plan	Boost Plus SIM Plan
Monthly fee	\$6.99	\$8.99	\$19.99	\$39.99	\$69.99
Included Data	500 MB	1 GB	6 GB	40 GB	80 GB
Included Voice Call	200 minutes	200 minutes	500 minutes	1000 minutes	2000 minutes
Included SMS	200	200	500	1000	2000
Excess Charge	\$3 per GB \$0.02 per min \$0.01 per SMS	\$3 per GB \$0.02 per min \$0.01 per SMS	\$3 per GB \$0.02 per min \$0.01 per SMS	\$3 per GB \$0.02 per min \$0.01 per SMS	\$3 per GB \$0.02 per min \$0.01 per SMS

MISCELLANEOUS FEES & CHARGES	Price (incl.GST)
MMS	\$ 0.20
Voicemail (per call)	\$ 0.05
International MMS	\$ 0.25
124 YES Calls (per Min)	\$ 3.50

Other Information

Important conditions

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. If you exceed your monthly included value, you will be charged \$3 per gigabyte you use until your next billing cycle.

Change of Plan

Change of plan will only be effective from your next billing cycle. There will no upgrade or downgrade fee applicable.

Billing Cycle

Your billing cycle starts from 1st of each month. The first bill you receive will include charges for the days remaining in the month. A full monthly fee will be charged during registration, which is the credit for the 2nd monthly fee. The more detailed information is mentioned in our billing cycle www.occom.com/mobilebilling

- As an example, if you register on 5th of Jan, we'll charge you a full monthly fee which will be held as a deposit and redeemed on February. If the service is activated on 7th of Jan, you'll receive an invoice from us on the 10th of Jan for the 25 days of Jan. We'll charge you after 10 business days for the 25 days in Jan. Your next invoice will be on 10th of Feb with any other excess use of Jan and a full monthly fee of March.
- Next example, if you register on 15th of Jan, we'll charge you a full monthly fee which will be held as a deposit and redeemed on February. If the service is activated on 17th of Jan, you'll receive an invoice from us on the 10th of Feb including 15 days of January, any excess usage in January and full monthly fee of March. Following that you receive next invoice on 10th of March including any excess usage for February and full monthly fee of April.

Payment

Payment methods include direct debit or a credit card. Payment will be charged 10 business days after the date of invoice.

Charges

Voice is charged per minute (not per second). Minimum charge is 1 minute per call. A \$6 dishonour fee or late payment fee applies on failed payment (Direct Debit) or \$20 for late payment (Non-Direct Debit).

Delivery

The first SIM card will be delivered free of cost, then \$5 delivery fee for SIM card replacement (no charge for the SIM card itself).

Usage Information

You can monitor your usage by Occom's customer portal My Account or www.occom.com/MyAccount. You can view and pay your bills, see remaining data and change your inclusions through this portal.

International calls

International calls are disabled by default in this service. However, you can call our customer service team at to activate the service. PAYG plan can be enabled on request.

Please check our link for the detail rates about call rates at www.occom.com/internationalrates

International roaming

- Your service is for use in Australia only. By default, international roaming is disabled. However, you can enable the international roaming via Occom's customer portal MyAccount or www.occom.com/MyAccount before going overseas.
- In order to activate this service, you must make a prepayment of \$500. Also, please understand when you are overseas and your mobile prepayment reaches less than \$100, OCCOM will automatically top up your balance with another \$500.
- Due to time zone difference, overseas carriers' network and many other factors your usage is not updated in real time and may lag from 21-30 days, so in order to minimize the cost, it is highly recommended to use WIFI wherever possible.
- Any unused prepayment will be credited back to your bank account 30 days after you disable your international roaming service. As there is a lag of 21-30 days, this step is essential to ensure, you have been charged correctly.
- Please check our link for the detail rates about roaming at www.occom.com/internationalrates

Complaints Handling

You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website mentioned in our terms and conditions. The policy explains how you can make a complaint and how your complaint will be addressed. If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist. Our Customer Service staff can be contacted by:

Email – support@occom.com.au

Phone – 02 8005 3925

Fax - 02 9012 0328

Mail – Suite 1003/1 Chandos Street, St Leonards NSW 2065

If our Customer Service or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.

You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – escalation@occom.com.au

Fax - 02 9012 0328

Further options

You will find most matters can be handled by OCCOM's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within OCCOM, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058) or the fair trading department in your state or territory.