

**Service to be provided:** "SIM-only" service for use with existing mobile phone handsets on the 4G network.

DATA INCLUDED	15GB	40GB	100GB
Minimum plan cost per month	\$35	\$45	\$65
Maximum plan cost per month + applicable fees	\$35	\$45	\$65
Cost per GB of data	\$2.33	\$1.25	\$0.65
Early termination charge	\$0	\$0	\$0
Minimum term (months)	1	1	1

**Inclusions:** All plans include all national calls and texts, 40GB & 100GB also include \$50 Basic IDD credit.

**Please note:** Basic IDD credits can only be used to call applicable countries and does not include SMS, MMS or Video MMS. Once credit is exhausted charges are PAYG. Countries are available here: <https://www.3ctechshop.com.au/international-mobile-call-rates.pdf>

## Information about the service

### What is the service?

3C Technology Shop mobile phone service is a "SIM-only" service for use with existing mobile phone handsets, known as 3C Mobile.

### Where is it available?

The mobile 4G product of 3C Technology Shop is operated by Aussie Broadband which is powered by the Optus network, providing a 4G coverage footprint of 98% of the Australian population.

The Optus coverage map can be found at <https://www.optus.com.au/living-network/coverage>

### What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G network.

You can either request a new phone number with this service, or port across an active number from another carrier.

### What is included?

Features of this service include all calls, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan. The 40GB & 100GB plans also includes \$50 of International Direct Dialling credits.

Data sharing and data pooling is not available.

### Do I have to bundle anything with the service?

No, you do not have to bundle anything with this service.

### Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill; and/or
- You are abusive to our staff.

3C Mobile does not provide access to Premium call services such as 1900 numbers.

In Australia, data usage will stop working on your phone once you hit your limit. Top-ups are available by calling 3C Technology Shop on 02 6962 3100 or by visiting in store at 57-59 Yambil Street, Griffith NSW 2680.

## Information about pricing

### Set-up fee

There is no set-up fee for this service.

### Equipment fees

You will need a SIM card provided by 3C Technology Shop to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

### Exit fee

There are no exit fees for this service.

### Replacement SIM card

The cost of replacement SIM card is \$20.

### Data top-ups

Data top-up options are:

1GB - \$15, 5GB - \$20, 20GB - \$25

## Other information

### Call and usage information

You will receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

### International calls

International calls are only available on the 40GB and 100GB plans. International calls are not available on the 30GB plan.

### Roaming

Data roaming is not available.

### Customer service

Our team based in Griffith NSW can help you with any technical support, account or sales questions. Just give us a call on 02 6962 3100 or lodge a fault to [support@3ctechshop.com.au](mailto:support@3ctechshop.com.au). Our support hours are 8:30am to 5:30pm Monday to Friday and 9:00am to 12:00pm Saturday.

### Complaints

If you are not happy with your service, you can lodge a dispute with our customer service team.

### Ombudsman

If you are still not happy with the outcome of your complaint after lodging a dispute, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

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