

Service to be provided: "SIM-only" service for use with existing mobile phone handsets on the 5G network.

DATA INCLUDED	120GB	220GB
Minimum plan cost per month	\$65	\$75
Maximum plan cost per month + applicable fees	\$65	\$75
Cost per GB of data	\$0.54	\$0.34
Early termination charge	\$0	\$0
Minimum term (months)	1	1

Inclusions: All plans include all national calls and texts and different levels of Basic IDD credits. 30GB includes \$50 IDD credits, 80GB includes \$200 Basic IDD credits and 220GB includes \$500 Basic IDD credits.

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 5G product of 3C Technology Shop is operated by Aussie Broadband which is powered by the Optus network. The 5G rollout is ongoing and is not available in all areas, please see the coverage map to see if it is available in your area. Where 5G is not available, 3C Mobile will use the 4G 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 5G 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 30GB plan has \$50 International Direct Dialling credit, the 80GB plan has \$200 IDD credit and the 220GB plan has \$500 IDD credit.

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 available on all Mobile 5G plans.

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. 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

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