

Critical Information Summary

Mobile 4G

Service to be provided for use with existing / new mobile phone handsets on the 3G & 4G network.

Data Included	1GB	3GB	5GB	15GB	30GB	60 GB	100GB
Min Plan cost per month	\$15	\$20	\$25	\$30	\$45	\$65	\$85
Max Plan cost per month	\$15	\$20	\$25	\$30	\$45	\$65	\$85
Cost per GB of data (Excess)	\$10	\$10	\$10	\$10	\$10	\$10	\$10
Early Termination Charge	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1	1	1

Inclusions: All plans include all national calls and texts, plus the associated GB allowance.

Travel Packs are available in 57 countries: *Austria, Belgium, Brazil, Bulgaria, Canada, Cambodia, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu and Vietnam.*

Data sharing is not available on this offering.

Information about the service

What is the service?

This is a "SIM-only" service for use with existing or New mobile phone handsets.

Where is it available?

The mobile product provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5% of the Australian population.

Coverage maps are available at:

<http://mobilemaps.net.au/maps/mcm/4G.htm>

What do I need to access the service?

You will need a 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.

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Do I have to bundle anything with the service?

No.

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.
- You report your phone lost/stolen
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available on our website.

We do not provide access to Premium call services such as 1900 numbers.

Please note data services will stop working on your device once you've hit the data limit specified with your plan. Top-ups can be applied to your service charged a maximum of 5 times in a month, at 1GB per Top-up.

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

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Information about pricing

Set-up fee

There is a no set-up fee for this service.

Equipment fees

You will need a SIM card 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.

Other possible charges

Data top-ups (not for international roaming) are available at \$10 for 1GB and it will expire at the end of your plan month. To add a top up please contact our call centre on 1300 907 704.

Replacement SIMs will cost \$5 including express postage.

Other items that attract PAYG charges include:

- All SMS, MMS including video MMS to international numbers will incur additional PAYG charges, relevant to the current International Carrier fees.
- International calls placed to countries not included in the IDD credit will incur additional PAYG charges, relevant to the current International Carrier fees.
- Dial IT services (time and weather)
- International directory assistance (1225)
- National directory assistance (1223)
- Video calls – national and international
- Calls to mobile satellite phones.
- SMS to Apple for new iPhone message set up.

Other information

Call and usage information

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

International roaming

Instead of pre-purchasing roaming packs, international roaming will be enabled by default for services above 15GB.

When you use your phone overseas to make a call or use data, a 24-hour roaming pack will be activated.

If you use your phone again after this 24-hour period is up, then a new 24-hour pack will be triggered.

Travel Packs	Per Unit
Charge per 24hrs	\$12
Included Data (MB) per 24hrs	200 MB
Included Voice & SMS per 24hrs	Unlimited*

*International calls and SMS to 57 countries

For services with plans less than 15GB, International Roaming is not available.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 907 704.

Our support hours are 9:00AM-5:00PM (AEST), Mon-Fri.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see: rentsmarte.com.au

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, 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 www.tio.com.au/making-a-complaint

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