

Belong Data Plans Critical Information Summary

As part of a proposed internal corporate restructure Telstra is intending to establish a new holding company and a number of new subsidiaries, which we expect will be complete by 1st January 2023. As part of this restructure, your services (currently provided by Belong as a division of Telstra Corporation Limited) and the personal information we hold about you will be transferred (along with Belong as a division) from Telstra Corporation Limited to Telstra Limited. Your account and services will remain the same, and you don't need to do anything. We've always been powered by Telstra, and we're still Australia's first carbon neutral telco. We'll aim to confirm the transfer on the day it happens.

For more information, or to contact us about this change, head to <https://belong.com.au/go/belong-legal-restructure>.

Summary of essential information

Here's a summary of the essential information about your plan. This document does not reflect any special offers or promotions which may apply from time to time.

What is the service?	You're signing up for a SIM only month-to-month post-paid data-only service, for use in Australia.		
Monthly Data Allowance	20 GB	100 GB	400 GB
Minimum term	One month	One month	One month
Minimum monthly Charge	\$15	\$35	\$70

Information about the service

What download speeds can I enjoy?

Download speeds for included data are capped at 150 Mbps on 4G and 5G. For our \$70 data plan, included data on 5G is capped at 250 Mbps, and 4G is capped at 180 Mbps. If you go over your included data allowance, your speed will be capped at 1 Mbps but we won't charge you extra.

To access 5G, you will need a 5G compatible device and be within a Belong 5G coverage area, which now reaches at least 75% of the Australian population. View the coverage map at belong.com.au/mobile/coverage-map.

Speeds may vary due to factors such as location, distance from base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

Devices

You'll need a compatible modem, tablet or mobile broadband device which supports 3G 850 MHz, for access to the 4G service, both 4G 1800 MHz and 4G 7000 MHz bands and for access to 5G service, 5G 3.6 GHz banding.

How do I know how much data I have remaining?

You can keep track of your data by signing in to your Belong account through the Belong app or on the website at belong.com.au/account/mobile.

We'll also send you SMS alerts in near real-time when you have used 50% and 85% of your monthly data allowance. Once you have no data remaining, we'll send a final SMS to let you know and your service will be slowed to a maximum of 1 Mbps for the rest of that monthly payment cycle, but we won't charge you any extra. We understand that not all devices allow for SMS's to be viewed so we recommend you monitor your usage by signing into your account via the Belong app or website.

What happens if I exceed my data allowance?

You can purchase additional data at any time, if your allowance is low or has run out, in units of 5GB for \$10 each. We do not apply data top-ups automatically. If you have no data remaining, your service will be slowed to a maximum of 1 Mbps for the rest of that monthly payment cycle, but we won't charge you any extra. Your data at the slower speed will be unlimited.

What happens to my unused data?

Any data remaining at the end of the monthly payment cycle will not roll over into the next month.

Gifting data

With your plan, you can gift your data, in 1GB units, to another Belong mobile/data customer up to 5 times per month.

Where can I use my service?

Provided you've got a 4G compatible device, you'll receive access to our national 4G or 3G* coverage in Australia. To access 5G, you'll need a 5G compatible device, a 5G capable plan, and be in the Belong 5G coverage area. Our 5G now reaches at least 75% of Australians. View the 5G coverage map at belong.com.au/mobile/coverage-map. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the building you may be using your device from. *Belong's 3G network (850 Mhz band) will close in mid-2024.

Can I make calls or send texts?

No, this is a data-only SIM. You won't be able to use it to make any calls or texts.

Can I use my service overseas?

No, your service is for use in Australia only. You won't be able to access mobile data while overseas. We don't currently offer any international roaming options.

How much will I pay upfront for a new service?

There is no charge to order a SIM online. We will send it for free to an address in Australia.

When you activate your service, you'll need to pay the first month's charge for your plan.

Can I change my plan?

You can change your plan size once per monthly payment cycle. You will not be able to change your data plan to a mobile plan.

When will I be billed?

Following your initial payment on sign-up, you'll be billed for subsequent monthly charges in advance on the same day each month. We'll notify you of your payment day after you sign-up, and you can see it at any time in our app or by signing into your account on our website. You will be charged immediately each time you buy a data top up.

How do I pay?

You'll need to pay any charges via recurring payment using direct debit from a Visa, MasterCard or PayPal account. We accept credit or debit card payments from Australian banks, building societies or credit unions. (Prepaid cards are not accepted).

Can I change my data allowance?

You can change your plan size once per monthly payment cycle. We'll move you to the new plan and pricing at the start of the next monthly payment cycle, continuing from month to month thereafter until you make a further change.

Where you reduce your plan size, we won't refund any money or remove data that you've already paid for on the higher data plan for the current month.

What if I need a new SIM?

We can send a replacement SIM for free within Australia if yours is lost, stolen or damaged, up to 2 times in a 12-month period. Additional replacements will cost \$30, unless the SIM is faulty in which case we will always replace it for free.

How do I cancel my service?

You can cancel your service by submitting a cancel request through our app or website. To avoid additional charges, cancel your service a minimum of 24 hours before the start of the next monthly payment cycle.

If you cancel your service, we won't refund any fees that you've already paid to us and your service will stop working within an hour of your request being actioned.

Acceptable Use Policy

You must use your service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable use policy. It's for personal use only and must not be resold. For the full policy see belong.com.au/customer-terms

What should I do if I need help?

If you've got questions, visit belong.com.au/contact-us

What should I do if I have a complaint?

At belong.com.au/contact-us you'll find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us. This is a summary only.

Full legal terms are available at belong.com.au/customer-terms.