

When you're signing up to something new, it's important to know what's what. 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.

INFORMATION ABOUT THE SERVICE

You're signing up for a SIM only month-to-month post-paid mobile service, for use in Australia.

If you choose our Small 1GB or Regular 5GB SIM only plan our service lets you access mobile data, and make unlimited national calls and SMS/MMS. If you choose to add-on unlimited international calls and text, you will also be able to make calls and send SMS/MMS to 36 selected countries.

Our Large 15GB SIM only plan includes unlimited national and international calls and SMS/MMS to 36 selected countries.

Minimum term

1 month

Devices

To use this service, you'll need to bring your own compatible mobile device which supports 3G 850MHz and, for access to the 4G service, both 4G 1800MHz and 4G 700MHz bands.

DATA, CALLS & TEXT

Information about the types of calls and texts you can make, your monthly data allowance, and your monthly fee and minimum total cost for your service are set out in Table 1.

Table 1	Small 1GB plan	Regular 5GB plan	Large 15GB plan
Monthly fee & minimum total cost	\$10	\$25	\$40
Monthly data allowance	1GB	5GB	15GB
National calls & text	Included	Included	Included
International calls & text to 36 selected countries	+\$5 per month	+\$5 per month	Included

For use in Australia.

36 selected countries include:

Afghanistan, Austria, Bangladesh, Cambodia, Canada, Chile, China, Colombia, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Turkey, United Kingdom, USA, Vietnam and Zimbabwe.

All references to GB mean 1,024MB and references to MB mean 1,024KB.

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 2GB 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 64kbps 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.

Gifting and banking data

With your plan, you can:

- Gift your unused data, in 1GB units, to another Belong mobile customer;
- Bank (roll over) any unused data at the end of the current month.

Full details are set out in our [Customer Terms](#).

Message2Txt

If you miss a call, the caller will be able to leave a 10 second voice message that we will try to convert into text and send to you as an SMS. We don't currently offer a traditional voicemail service.

INFORMATION ABOUT PRICING AND BILLING

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.

Once you have received your SIM, you can sign-up.

You'll need to pay the first month's charge for your plan, plus the cost of the unlimited international call and text add-on if selected with the Small 1GB or Regular 5GB plan.

EARLY TERMINATION CHARGES

There are no early termination charges.

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 in to your account on our website. Unlike the monthly charges, your preferred payment method 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 from a Visa, MasterCard or PayPal account.

MAKING CHANGES

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.

Can I add or remove the unlimited international call and text add-on?

You can add or remove the unlimited international call and text add-on once per monthly payment cycle if you are on the Small 1GB or Regular 5GB plan.

If you add this call and text add-on you'll be able to use the included calls and SMS/MMS almost straight away, and the monthly charge for the add-on will continue to apply from the next monthly payment cycle.

If you remove this call and text add-on, we'll remove it at the start of the next monthly payment cycle. We won't refund any money that you've already paid for the add-on for the current month.

This add-on renews automatically at the end of each payment cycle until you remove it.

How do I cancel my service?

You can cancel your service without any further monthly payments by submitting a support request through our app, website or telephone service (see Need help?) 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.

OTHER INFORMATION

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 less than 2GB and also when you have less than 1GB of data remaining. 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 64 kbps.

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 – see maps 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.

Can I use my service overseas?

No, your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas, or to access mobile data while overseas. We don't currently offer any international roaming options.

NEED HELP?

What should I do if I need help?

If you've got questions, visit belong.com.au/contact-us. You can also call us on 1300 BELONG (1300 235 664).

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.

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