

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. **Note, 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 only.

Our service lets you access mobile data, and receive calls and SMS/MMS. If you add a call and text add-on, you will also be able to make calls and send SMS/MMS to specified types of number.

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

How much mobile data do I get?

Monthly data allowances for our plans are set out in the pricing table below.

What happens if I exceed my data allowance?

You can purchase additional data if your allowance is low or has run out. 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.

CALLS & TEXT

What types of calls and texts can I make or send?

The types of calls/SMS/MMS that you can make/send depend on which add-ons, if any, you've selected. The cost of those calls/SMS/MMS is included in the monthly charge for that add-on.

	Data plan (regular or large)		
	with no add-ons	with National call and text add-on	with National and International call and text add-on
What calls can I make?	No outbound calls except: 1300 BELONG Emergency numbers (including 000) Select toll-free numbers	Unlimited calls to standard Australian fixed and mobile numbers, including Australian 13xx and 1800 numbers All calls included in the data plan	Unlimited calls to standard fixed and mobile numbers in China, Germany, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA All calls included in the National Call and Text Add-on
What SMS/MMS can I send?	No ability to send SMS or MMS messages	Unlimited SMS/MMS to standard Australian mobile numbers	Unlimited SMS/MMS to: • standard Australian mobile numbers • standard mobile numbers in the above calling countries, plus Austria, Bangladesh, Cambodia, Canada, Chile, Colombia, Croatia, France, Greece, Hungary, Indonesia, Ireland, Italy, Japan, Netherlands, Pakistan, Philippines, Poland, South Africa, Taiwan, Thailand, Turkey and Vietnam
All for use within Australia only			

Voice2Text

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.

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 a call and text add-on?

You can add or remove a call and text add-on once per monthly payment cycle.

If you add a 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 a 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.

Add-ons renew automatically at the end of each payment cycle until you remove them.

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 details below) 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.

INFORMATION ABOUT PRICING

PRICES 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 any call and text add-on that you may select.

How much will I pay?

The monthly charge and minimum total cost for your service is:

Data Plan	Monthly Fee (and minimum cost) for data plan...		
	with no add-ons	with National call and text add-on	with National and International call and text add-on
Regular 5GB	\$25	\$30	\$35
Large 15GB	\$40	\$45	\$50

You can purchase additional data (top up) at any time, in units of 2GB for \$10 each.

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

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.

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.

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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