AlphaSim Mobile Voice SIM Only Plan

This summary gives you the important information you need to know about your Central Coast internet Mobile Voice plan. It covers things like the length of your contract, billing, what's covered and what's not.

Plan Details - Monthly charges								
Plan	**AlphaSim-12GB**	**AlphaSim-25GB**	**AlphaSim-32GB**	**AlphaSim-50GB**	**AlphaSim-90GB**	**AlphaSim-120GB**	**AlphaSim-150GB**	**AlphaSim-180GB**
National Calls & SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data*	12 GB	25 GB	32 GB	50 GB	90 GB	120 GB	150 GB	180 GB
International Calls & SMS	PAYG	PAYG	PAYG	PAYG	PAYG	PAYG	PAYG	PAYG
Included unlimited calls and SMS from within Australia to 15 selected countries	-	China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA and Vietnam						
Plan cost per month	$21.00	$28.00	$36.00	$40.00	$50.00	$59.00	$65.00	$70.00
Cost of included data (per GB)	$1.75	$1.12	$1.13	$0.80	$0.56	$0.49	$0.43	$0.39
Activation fee	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total minimum cost over Contract Term	$21.00	$28.00	$36.00	$40.00	$50.00	$59.00	$65.00	$70.00
Excess Data Rate (per 2GB block)	$12.00	$12.00	$12.00	$12.00	$12.00	$12.00	$12.00	$12.00

* Prorata allowance applies in the first month.

Information About the Service

AlphaSim Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 5G technology - you'll need to bring your own mobile phone handset. A minimum term of one month applies to Central Coast internet Mobile Voice services.

What's Included

- This plan includes all standard calls to Australian landlines and mobiles, all standard SMS and MMS to Australian mobiles, and included data each month, all for use within Australia.
- Your monthly included value for standard national calls and SMS can be also used within Australia for calls to 13/1300 numbers, voicemail deposit and retrieval. Calls to 1800 numbers are not charged. Unused value and data will expire at the end of each monthly period.
- AlphaSim 25GB plans and above, include unlimited calls and SMS from within Australia to China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA and Vietnam. PAYG call rates apply to other countries.

What's Not Included

- The National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with '191', '193 – '197' and '199', Premium/Paid content, content packs, directory assistance or any other content services or charges.
- The included National Data or Call allowance cannot be used whilst overseas.

Where is it available?

Provided you've got a 5G-compatible device, you'll receive access to Telstra national 5G or 4G coverage – see maps at www.cci.net.au/mobile-phone/coverage. 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.

BYO device

A compatible mobile (with the Telstra 5G Network) device is required to gain access to the service and is required to be operated inside the coverage area.

Minimum Term

Minimum term of this service is one month – this is a month-to-month service with no contracts. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

Information About Pricing

Minimum Total Cost

Refer to table above. If your usage exceeds the monthly data allowance, additional usage charges apply for uploads and downloads.

Cancelling Your Plan

No pro-rata credits or refunds are offered for cancelling services. Please bare this in mind if you need to cancel a service.

Service Activation Fee

There are no activation fees for this service.

Excess Data Charges

Any excess data usage above your monthly inclusion will automatically be charged at $12 per 2GB (or part of a 2GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

Other Information

Customer Service Contact Details

You can contact Central Coast internet customer service for Support & Billing assistance via 1300 746 754 or emailing **support@cci.net.au**, or via appropriate contact form to the appropriate area at www.cci.net.au/contactus

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Central Coast internet's complaint resolution team at **complaints@cci.net.au** or call **1300 746 754**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058.** For full contactinformation visit www.tio.com.au/about-us/contactus