



Goodtel Mobile

All plans

Critical Information Summary: Goodtel Mobile Phone Service

Information about the service

Service Description

This mobile phone service is a “SIM-Only” service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1 month minimum term.

Hardware Requirements

You will require an unlocked mobile phone to use this service. Our service is SIM only and does not include a mobile phone

Key Details

What's included:

- All calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia
- Voicemails
- Calls to 13,1300 and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see table

Information about Pricing

Plan Name	Included Data	Cost/mth	Cost/gb
Mini	3GB	\$23	\$7.67
Small	20GB	\$33	\$1.65
Casual	40GB	\$43	\$1.07
Big	60GB	\$53	\$0.88
Mega	80GB	\$59	\$0.73

The minimum charge for this service is equivalent to 1 month charge.

Excess data top ups will automatically be added to a service at a cost of \$10/GB. A maximum of 5x1GB data top ups will be automatically added to a service in a calendar

month. Top up requests thereafter can be made by phone/email.

International Calls

As default all calls to international destinations are charged in addition to charges outlined here.

Unlimited International minutes are included to 10 countries on Goodtel's Big Plan and 15 countries on Goodtel's Mega plan.

Big Plan countries include Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA

Mega Plan countries include Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA.

For details of call costs to specific international destinations please see the mobile section of our website for full international call charge information:

<https://www.goodtel.com.au/good-mobile/>

International Roaming

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them.

Coverage

Goodtel acts as a reseller and uses parts of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited. See coverage maps in the mobile section of our website for full information:

<https://www.goodtel.com.au/goodtel-coverage>

Service Details

This mobile plan uses parts of the Telstra 3G and 4G mobile network. Goodtel is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

Billing:

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email.

We are here to help

If you have any questions, just call us on 1800 11 GOOD so we can serve you better. Or you can visit us at www.goodtel.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.goodtel.com.au/policies and clicking on 'Complaint Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

Spend Management

A spend management tool is available to all Goodtel customers free of charge via the member portal at: <https://www.goodtel.com.au>

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