

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

Include Data	4G/5G	Cost/mth	Cost/gb
12GB	4G	\$26	\$2.16
25GB	4G	\$36	\$1.44
32GB	5G	\$41	\$1.28
50GB	5G	\$46	\$0.92
80GB	5G	\$56	\$0.70
150GB	5G	\$71	\$0.47

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

12GB, 25GB, 32GB, 50GB, 80GB and 150GB plans have download speeds are capped at 100MBPS on 4G. The 32GB, 50GB, 80GB, and 150GB plans has download speeds are capped at 250MBPS on 5G.

Data add-on

Data Add-ons can be purchased for \$14 for 3GB. A Data Add-on can be added to your service on a once-off or recurring basis until you cancel it.

If a recurring Data Add-on is applied to your account, it will automatically recur when you have used all your data up to a maximum of 5 times during each billing period. If you cancel a recurring Data Add-on, this will take effect at the end of the current billing period. Unused add-on data is forfeited at the end of the current billing period.

International Calls

Only the 25GB, 32GB, 50GB, 80GB and 150GB includes unlimited standard calls to landlines and mobiles and unlimited standard SMS from within Australia to the following countries: Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, 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/>

Coverage

Goodtel acts as a reseller and uses parts of the 5G, 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

The mobile product of Goodtel provides a mobile coverage footprint of at least 98.8% of the Australian population, covering more than 1.6 million square kilometers. 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.



Databank and data gifting

Unused data from your monthly allowance (but excluding any data available under a Data Add-on) or which you receive as a data gift will be rolled over to the next billing period provided it does not exceed your databank cap. Rolled over data does not expire but will be forfeited if you cancel or downgrade your plan. Your plan includes the ability to gift part of your standard monthly data allowance to other users with a Goodtel mobile service, subject to a cap of 50% of your standard monthly data allowance. A minimum Data allowance/month.

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.

Travel Packs

International roaming allows you to use your mobile service in eligible countries overseas. You can only use international roaming if you have an active International Roaming Travel Pack. The travel packs are available on all our plans

7 days Pack | \$40

Inclusions:

- 5GB data per pack
- 30 Outgoing SMS's (unlimited incoming SMS's allowed)
- 30 mins of calls (incoming and outgoing in total)

14 days Pack | \$60

Inclusions:

- 10GB data per pack
- 60 Outgoing SMS's (unlimited incoming SMS's allowed)
- 60 mins of calls (incoming and outgoing in total)

Countries available for roaming within:

Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, China, Croatia, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey (UK), Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man (UK), Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Samoa, Singapore, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UK, USA, Vanuatu, Vietnam.

Double Data for 6 Months T+C

The Double Data for 6 Months promotion ("Promo") is valid for new customers who activate a new service between 19 May 2023 and 31st July 2023 (inclusive) ("Promo Period") on a 32GB, 42GB, 100GB or 120GB Mobile Plan ("Eligible Plan") or upgrade their current Mobile plan to a higher value, Eligible Plan ("Eligible Customers").

Eligible Customers will receive double their data allowance on respective Eligible Plans for 6 consecutive months.

Eligible Customers will receive the bonus double data upon bill cycle refresh (on activation or plan change plus the following 5 consecutive bill cycle refreshes).

If an Eligible Customer is already receiving the Promo and moves to another higher value Eligible Plan during the campaign period, the bonus double data amount received will be based on the plan that they upgrade to, for 6 consecutive bill cycle refreshes.

If an Eligible Customer is receiving the Promo and moves to a lower value or ineligible plan then they will no longer receive the Promo.

Double Data for 3 Months T+C

The Double Data for 6 Months promotion ("Promo") is valid for new customers who activate a new service between 08 November 2023 and 31st January 2024 (inclusive) ("Promo Period") on a 32GB, 50GB, 80GB or 150GB Mobile Plan ("Eligible Plan") or upgrade their current Mobile plan to a higher value, Eligible Plan ("Eligible Customers").

Eligible Customers will receive double their data allowance on respective Eligible Plans for 3 consecutive months.

Eligible Customers will receive the bonus double data upon bill cycle refresh (on activation or plan change plus the following 2 consecutive bill cycle refreshes).

If an Eligible Customer is already receiving the Promo and moves to another higher value Eligible Plan during the campaign period, the bonus double data amount received will be based on the plan that they upgrade to, for 3 consecutive bill cycle refreshes.

If an Eligible Customer is receiving the Promo and moves to a lower value or ineligible plan then they will no longer receive the Promo.



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>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of November 2023.