

## 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
- An amount of mobile data in line with the plan inclusion – please see table

Include Data	4G/5G	Cost/mth	Cost/gb
5GB	4G	\$23	\$4.60
12GB	4G	\$28	\$2.33
25GB	4G	\$38	\$1.12
32GB	5G	\$43	\$1.34
50GB	5G	\$48	\$0.96
90GB	5G	\$58	\$0.64
150GB	5G	\$60	\$0.40

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

5GB, 12GB and 25GB plans have download speeds are capped at 100MBPS on 4G. The 32GB, 50GB, 90GB, and 150GB plans has download speeds are capped at 250MBPS on 5G.

##### Auto and Manual Data add-on

Users will automatically have their data topped up by 2GB once they have used their included data allowance. Up to a maximum of 5 x 2GB Data Add-ons will be automatically added. Additional Data add-ons of 1GB can be purchased manually once all Auto add-ons have been utilised.

Users can also purchase a recurring 5GB bolt on at any time. 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. 2GB and 1GB Data add-ons are both charged at \$10 per bolt on whilst the 5GB bolt on is charged at \$35.

##### 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.

### 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

#### 3 days Pack | \$75

##### Inclusions:

- 3GB data per pack
- 300 Outgoing SMS's (unlimited incoming SMS's allowed)
- 300 mins of calls (incoming and outgoing in total)

#### 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, Canada, Cambodia, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Egypt (Arab Republic), Estonia, Fiji, Finland, France, Germany, Greece, Guernsey (UK), Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man (UK), Israel, Italy, Japan, Kenya, Latvia, Lithuania, Luxembourg, Macau, Macedonia (Former Yugoslav Rep), Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, USA, Vanuatu, Vietnam.

### 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](http://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](http://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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