

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time.

National PC™ One Mobile Plans

This is a post-paid mobile phone service, which gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

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| Plan | S | M | L | XL | XXL |
|--|----------|----------|---|----------|----------|
| Monthly Charge Casual month to month | \$43/mth | \$50/mth | \$59/mth | \$74/mth | \$89/mth |
| Monthly Data Allowance | 29GB | 40GB | 65GB | 120GB | 180GB |
| Network access | | | 4G, 5G | | |
| What's Included | | | Unlimited talk and Text to Standard aussie numbers | | |
| Data Banking | | | Each service has its own data allowance with data banking on their selected plans—allowing unused data to be saved (up to 1000GB). Data is not shared between services or pooled. | | |
| International Calls | | | Unlimited Calls and Text to 15 Countries | | |

All pricing is Inclusive of GST. All for use in Australia.

INFORMATION ABOUT THE SERVICE

Service Availability

The service will also only work in areas with sufficient 4G mobile data coverage. All plans are also able to utilise 5G mobile networks. To access 5G, you will need a 5G enabled plan, a 5G compatible device, and to be in the Telstra Wholesale 5G coverage area. See "Coverage" for further info.

Minimum Term

1 Month

WHAT'S INCLUDED AND EXCLUDED

Unlimited national call and text value - with your monthly plan allowance, you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers.

You cannot use this unlimited included value to make calls and send SMS/MMS to international numbers, directory services, satellite numbers, video MMS, or when roaming overseas. These will incur excess usage charges on your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third party charges) are barred.

4G & 5G Network Access - all plans are accessible over 4G including access to the 5G network.

Unlimited international call and text value - some plans as listed in the table below include unlimited calls and texts to international landlines and mobiles in 15 countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.

This call value cannot be used while roaming overseas.

Data Bank - retain up to 1000GB of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused

data at the end of the month which would exceed the maximum allowed balance of 1000GB is forfeited.

Downgrading to a smaller plan, changing to a plan which does not support Data Banking, cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

COVERAGE

National PC's mobile product provides a mobile coverage footprint of 98.7% of the Australian population, covering more than 1.6 million square kilometres. Check online for to see the coverage types available in your area:

<https://www.telstrawholesale.com.au/mobile-network.html>

INFORMATION ABOUT PRICING

All pricing in this document includes GST.

Minimum monthly charge

Please refer to table on above section on pricing information.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in a way that is unreasonable, fraudulent, or that interferes with the integrity or security of our network. We may suspend or cancel your service if you breach this policy.

Service Activation Date

The Service Activation Date is the date that the service is ready for use.

Cancellation

If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle.

When will I Pay?

Your first monthly charge will be pro-rated based on your activation date. You will be automatically charged via Bank Account AutoPay **seven (7) days after your invoice is issued**, or on the next business day if that falls on a weekend or public holiday.

How are payments made?

Automatic payments via Bank Account are required for these plans.

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How will I receive my bill?

Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

Pausing or Cancelling Your Plan

You can cancel your plan at any time by contacting us. Cancellations take effect at the end of your current billing cycle, and you won't receive a pro-rata refund for unused days in your current month. Services cannot be paused or placed on hold. Billing continues until the service is fully cancelled. If you'd like to stop being billed, you'll need to cancel the service before the start of your next billing cycle.

Changing Your Plan

You can upgrade or downgrade your plan at any time. Plan changes take effect from your next billing cycle. To make a change please contact the National PC Team on 1300 733 672.

OTHER INFORMATION

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your invoice.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at nationalpc.com.au/customer-terms.

Promotional Discounts

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

MORE INFORMATION

This is a **summary only**. **Full terms** are available at <https://nationalpc.com.au/msa>

CONTACT DETAILS

We are dedicated to excellence in servicing our clients and have lots of ways for you to keep in touch:

- Online at nationalpc.com.au/contact
- Email us at hello@nationalpc.com.au
- Call us on 1300 733 672. (Please check our website for our current opening hours.)

COMPLAINT HANDLING

If, for some reason, you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were we are unable to resolve your issue to your satisfaction, please visit: nationalpc.com.au/compliments-complaints. We aim to resolve most complaints within 10 business days.

If you are still not satisfied with the steps taken by National PC to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with National PC, and is an option of last resort. Contact the TIO by visiting tio.com.au or by calling 1800 062 058.

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