



## Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

### MaxoTel Mobile SIM Data Pool

#### Information about the service

Our business services are targeted specifically to small to medium businesses and are designed to function with a broad range of customer environments and hardware configurations.

**Is the offer part of a bundle?**

No

**Is the customer required to buy any goods as part of the offer?**

Yes (See below)

#### What Is Included:

These plans, available to existing MaxoTel telephony customers, are for a mobile broadband service with included data for use within Australia.

Plan Name	MBB Pool 10GB	MBB Pool 30GB	MBB Pool 60GB
Monthly Charge	\$27.45	\$43.45	\$70.45
Setup	\$7.95 once-off		
Minimum Term	1 month		
Minimum Charge	\$37.40	\$53.40	\$80.40
Included Data	10GB	30GB	60GB
Network Access	4G		4G/5G
Plan Speeds	Capped at 100Mbps		Capped at 250Mbps
Data Pooling	Yes, up to 300 services per-pool*		
Cost per GB of Data	\$2.75	\$1.45	\$1.17

\* Pooled data expires at the end of each month.

#### What Is Not Included:

This plan does not include the ability to make or receive calls or to send SMS. This plan does not include roaming for use overseas.

This plan does not include data banking, any unused pool data is forfeited at the end of the monthly service period.

#### 4G/5G Compatible Mobile Broadband Device Required

This plan does not include a mobile broadband device. In order to use this service, you will need a mobile broadband device compatible with the Telstra network.

### MaxoSIM Card Required

To access the service, a SIM card is required which can be ordered from the MaxoTel online shop at <https://www.maxo.com.au/shop>

### No Early Termination Charges Apply

Because MaxoTel mobile broadband services are month-to-month there are no early termination charges. The total minimum amount that you will pay is the minimum monthly charge for your chosen plan specified in the plan table.

### Additional Charges

Optional additional data bolt-ons are available at an additional cost through the My Account Portal. Pricing and terms are available on the bolt-on order page.

## Other Information

### Data Usage and Spend Management

You can keep track of your usage at any time via the My Account portal. Notifications will also be sent to the account holder via SMS when at 50%, 80% and 100% usage. Please note that slight delays may occur in usage logging, however notifications will be sent as soon as practicable. Upon using 100% of the available service quota, the service will be restricted until the next period.

The My Account portal can be found at: <https://my.maxo.com.au>

### Customer Service Contact Details:

Phone: 1800 12 12 10

Email: [support@maxo.com.au](mailto:support@maxo.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our [complaints handling policy](#).

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.