



## Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

### MaxoTel Mobile SIM Voice & 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 SIM only mobile service with included data for use within Australia.

Plan Name	Voice & Data Pool 10GB	Voice & Data Pool 30GB	Voice & Data Pool 60GB
Monthly Charge	\$33.95	\$50.95	\$76.95
Setup	\$7.95 once-off		
Minimum Term	1 month		
Minimum Charge	\$43.90	\$60.90	\$86.90
National SMS	Included SMS to AU Mobiles		
National Voice Calls	Included to AU Landline, AU Mobile, 13, 1300 & 1800 numbers		
International Calls	No	Included to <a href="#">Select Countries</a>	
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	\$3.40	\$1.70	\$1.28

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

#### What Is Not Included:

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. This plan does not include international calls or SMS to destinations other than those included on applicable plans. These plans do not include video calls, calls to satellite services, or international MMS.

### Compatible Mobile Device Required

This plan does not include a mobile device. In order to use this service, you will need a mobile 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 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 and international roaming bolt-ons are available at an additional cost through the My Account Portal. Pricing and terms are available on the bolt-on order page. An optional excess spend limit can be nominated in the My Account Portal.

## Other Information

### Fair Use Terms

Included calls are subject to fair use. Fair use of the MaxoTel Mobile service means that you must not use the service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the MaxoTel or carrier network.

This service is intended to be used in a way that is consistent with a typical business' calling usage, according to statistical information known to MaxoTel. If we determine that your use of the service or its features is at any time inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service. Examples of inconsistent usage patterns include, but are not limited to, using the service in an outbound call center, or for telemarketing.

We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

### 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.