



## Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

### MaxoTel Mobile SIM Voice & Data

#### 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, service available to existing MaxoTel telephony customers, are for a SIM only mobile for use within Australia.

Plan Name	Voice & Data 5GB	Voice & Data 12GB	Voice & Data 25GB	5G Voice & Data 32GB	5G Voice & Data 50GB	5G Voice & Data 90GB	5G Voice & Data 120GB	5G Voice & Data 150GB	5G Voice & Data 180GB
Minimum Monthly Charge	\$24.95	\$29.95	\$35.95	\$44.95	\$50.95	\$61.95	\$77.95	\$81.95	\$85.95
Minimum Term	1 month								
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	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
Network Access	4G			4G/5G					
Plan Speeds	Capped at 100Mbps						Capped at 250Mbps		
Data Banking	Yes, up to 500GB*								
Cost per GB of Data	\$4.99	\$2.49	\$1.44	\$1.40	\$1.02	\$0.69	\$0.65	\$0.55	\$0.48

\* Any banked data is forfeited upon plan change. Banked data can not be shared with other services.

#### What Is Not Included:

This plan does not include roaming for use overseas. 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, unless excess spend has been enabled on the service.

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.