



Critical Information Summary

PhoneTel Mobile Plans

Information about the service

Service Description	PhoneTel provides post-paid mobile communication services using the Telstra Wholesale Mobile Network. These plans allow you to make and receive calls, send texts, and access mobile data within Australia.
Minimum term	1 month (month-to-month basis with no lock-in contracts and no cancellation fees).

Plan Options and Pricing

Plan Name	10GB Data	15GB Data	29GB Data	40GB Data	60GB Data	100GB Data	120GB Data	180GB Data
Monthly Price	\$29.95	\$35.95	\$42.95	\$49.95	\$55.95	\$60.95	\$65.95	\$79.95
Network	4G	4G	4G & 5G	4G & 5G	4G & 5G	4G & 5G	4G & 5G	4G & 5G
Speed Cap	100Mbps	100Mbps	150Mbps	250Mbps	250Mbps	250Mbps	250Mbps	250Mbps
Data Banking	Up to 500GB	Up to 500GB	Up to 1000GB	Up to 1000GB	Up to 1000GB	Up to 1000GB	Up to 1000GB	Up to 1000GB
Standard Calls/SMS (AU)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Inclusions	None	None	None	Unlimited (15 countries)	Unlimited (15 countries)	Unlimited (15 countries)	Unlimited (15 countries)	Unlimited (15 countries)

** Note: Maximum potential download speeds. Typical speeds may be slower depending on factors such as device, location, and network conditions.*

Other Information

Network Coverage	PhoneTel uses the Telstra Wholesale Mobile Network. The combined footprint reaches more than 98.8% of the Australian population. 3G network is scheduled for closure by mid-2024.
Data Speeds	Maximum potential download speeds for your data allowance are capped according to your chosen plan. Typical experienced speeds will vary due to factors such as location and device capabilities.
International Roaming	These plans are designed for use within Australia. Contact PhoneTel support to check international roaming capabilities and rates before traveling.
Customer Service	Phone: 1300 133 344 Online: phonetel.net.au ('My Account' portal)
Dispute Resolution (TIO)	If you have a dispute with PhoneTel that cannot be resolved directly, contact the TIO for independent mediation at 1800 062 058 or visit tio.com.au .

(Disclaimer: This is a summary based on currently available information and is subject to change without notice).