



Critical Information Summary

PhoneTel 4G/5G Portable Internet (Mobile Broadband) Plans

Information about the service

Service Description	PhoneTel provides portable internet (mobile broadband) services using the Telstra Wholesale Mobile Network. These plans are data-only and designed for tablets, mobile hotspots, and compatible routers within Australia. They do not include standard voice calls or SMS allowances.
Minimum term	1 month (month-to-month basis with no lock-in contracts and no cancellation fees).

Plan Options and Inclusions

Data Allowance	15GB Data	29GB Data	40GB Data	65GB Data	100GB Data	150GB Data	400GB Data
Network	4G	4G & 5G	4G & 5G	4G & 5G	4G & 5G	4G & 5G	4G & 5G
Speed Cap	100Mbps	150Mbps	150Mbps	250Mbps	250Mbps	250Mbps	250Mbps
Data Banking	Up to 500GB	Up to 500GB	Up to 1000GB	Up to 1000GB	Up to 1000GB	Up to 1000GB	N/A
eSIM Available	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Calls / SMS	N/A	N/A	N/A	N/A	N/A	N/A	N/A

** Note: Please check the official PhoneTel website for the exact monthly pricing for each tier. Maximum potential download speeds apply. Typical speeds may be slower depending on 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.
Hardware Capability	You will need a compatible 4G or 5G enabled tablet, portable Wi-Fi modem (dongle), or router. 5G speeds require a 5G compatible device and being in a 5G coverage area.
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, hardware configuration, and concurrent users accessing the base station.
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).