

# Critical Information Summary

## NetSG Mobile Post-Paid Fleet Plans

### Service Description

NetSG Mobile Fleet plans offer a 4G and 5G mobile voice service. We use the Telstra Wholesale Mobile Network, learn more at <https://www.telstrawholesale.com.au/mobile-network.html>. The NetSG Mobile Fleet plans include a monthly plan cycle and are available for business customers only. The services can be combined into Fleets of up to 150 combined Mobile Voice and Mobile Broadband services. Services within a fleet can consume data from a shared data pack once they exceed their individual plan entitlements.

### Customer Equipment Required

A compatible mobile (with the Telstra Wholesale 4G and 5G Networks) device is required to gain access to the service and is required to be operated inside the coverage area.

### Pricing Information

The following NetSG Mobile Fleet plans are available.

	Plan XS	Plan S	Plan M	Plan XL	Plan MBB
<b>Monthly Charge (ex GST)</b>	<b>\$28.00</b>	<b>\$34.00</b>	<b>\$44.00</b>	<b>\$49.00</b>	<b>\$22.00</b>
<b>Expiry</b>	Monthly	Monthly	Monthly	Monthly	Monthly
<b>Network (Maximum Speed)</b>	4G (100Mbps)	4G (100Mbps)	4G (100Mbps)	5G (250Mbps)	4G (100Mbps)
<b>National Voice and SMS Inclusions</b>	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>National MMS Inclusions</b>	2,000	2,000	2,000	2,000	N/A
<b>Data Inclusion</b>	20 GB	35 GB	65 GB	80 GB	10 GB
<b>IDD Inclusions</b>	PAYG	PAYG	Unlimited 10*	Unlimited 15^	N/A

Speed Cap Disclaimer for XS, S, M and MBB plans. Download speeds are capped at 100Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Speed Cap Disclaimer for XL plan. Download speeds are capped at 250Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

\* Unlimited 10 IDD countries include Malaysia, China, Ireland, Hong Kong, India, Singapore, New Zealand, South Korea, UK, USA.

^ Unlimited 15 IDD countries include Bangladesh, Canada, China, Malaysia, Hong Kong, India, Greece, Ireland, New Zealand, Japan, Singapore, South Korea, Thailand, UK, USA.

Plan fees are payable in advance and will be automatically charged every month, excess usage and PAYG charges for non-included usage items will be charged monthly in arrears. The included national

data allowance, which includes all usage for both uploads and downloads, expires at the end of each monthly plan cycle with any unused data being forfeited.

These are not stand-alone services and must be used as part of a Business Mobile Fleet plan with other NetSG Mobile Voice and Mobile Broadband Post-paid Fleet plan services where the monthly data allowance is pooled with other services within the Fleet. There is a minimum of 5 services required to establish a fleet plan. There is no early termination fee, and if you cancel your service, any remaining monthly plan fee will be forfeited.

The included National Data allowance can be used in Australia to access the internet from a compatible device. The unlimited national talk allowance can be used to make calls in Australia to Australian fixed lines and mobile numbers. The Unlimited National Standard SMS and 2000 Standard Text, Picture and Video MMS allowance can be used in Australia to send standard SMS and Video MMS to Australian mobile numbers in Australia. The unlimited international call and SMS allowances can be used to make calls in Australia to overseas fixed lines and mobile numbers and send SMS's to overseas mobile numbers in selected countries.

The NetSG Mobile Fleet plans also come with Fleet specific optional Data add-on packs and Service specific optional Travel add-on packs as follows:

### **Fleet Shared Data Packs**

Shared data packs are applied at the fleet level and the data is drawn on when the individual depletes their data allowance on their service plan. For example, a service on a "M" plan with a 50GB data inclusion, will not draw on the shared data until they exceed their own 50GB allowance. This also applies to the Mobile Broadband (MBB) plans.

#### *Recurring Shared Data Pack*

Recurring shared data packs are applied as a monthly recurring allowance for the customer fleet plan. The data pack has a 1-month expiry, any unused data is forfeited on rollover to the next month.

Description	Monthly Charge (ex GST)
50G Shared Data Pack	Included
100G Shared Data Pack	\$100.00
200G Shared Data Pack	\$200.00
500G Shared Data Pack	\$450.00
1TB Shared Data Pack	\$785.00

#### *Top Up Shared Data Pack*

Top ups can be applied when the customer depletes their included recurring shared data pack allowance during a given billing cycle (month). Top ups applied do not carry over to the next billing cycle. Any unused data is forfeited on rollover to the next month.

Description	Monthly Charge (ex GST)
50G Shared Data Pack Top Up	\$65.00
100G Shared Data Pack Top Up	\$120.00

200G Shared Data Pack Top Up	\$225.00
500G Shared Data Pack Top Up	\$530.00
1TB Shared Data Pack Top Up	\$915.00

## Travel Packs (International Roaming)

Travel Packs are GST free.

Travel Pack	7-Day	14-Day
<b>Charge per Unit</b>	\$45.00	\$69.00
<b>Validity Period Day (s)</b>	7	14
<b>Countries</b>	67	67
<b>Included Voice (mins)</b>	30	60
<b>Included SMS</b>	30	60
<b>Included Data</b>	5GB	10GB

**Included Destinations:** Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, China, Chile, Colombia, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Kenya, Latvia, Lithuania, Luxembourg, Japan, Macao, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Slovak Republic, Slovenia, Singapore, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UK, UK Channels Island (Gurnsey), Isle Of Man, UAE, USA, Vanuatu & Vietnam.

If you exceed any of the inclusions prior to the expiry of the validity period, another pack will be automatically added and charged to your account. For example, if you use all of your 5GB of data within the first 3 days overseas, another 7-day pack will be automatically charged your account to prevent incurring PAYG roaming rates.

## Additional Costs

The plan price is the minimum post-paid financial commitment for the plan you select. If the Fleet that you are part of exhausts the fleet pool data allowance, your individual services which have exhausted their data allowances will incur excess data charges via an auto top-up mechanism in 1GB blocks. The 1GB blocks are charged at \$10.00 ex GST per 1GB block. Your Fleet administrator can purchase optional Shared Data Packs either on a recurring or once-off basis to top-up your fleet pool.

## Minimum Contract Term

There is no minimum term for this post-paid service or Fleet, you can cancel any time without notice. You will be charged your monthly plan fee in advance each month and your excess or PAYG charges in arrears at the end of the month.

## What is not included?

The National talk, Standard SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); content packs, directory assistance or any other content services or charges. Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with '191', '193 – '197' and '199' Premium/Paid content are not possible to be accessed from the service. The included National Data allowance or International Call allowance cannot be used whilst overseas.

This service is subject to our Acceptable Use Policy and Terms and Conditions:

<https://www.netsg.co/service-agreements/>

This is a summary only, full rate cards including international calling charges are available at:

<https://netsg.box.com/s/uurlh95oi88htdguklj1avwwz0v3ydzu>

## Using your service overseas

You cannot use your Unlimited Voice call minutes, SMS/MMS allowance and included mobile data allowance if you are overseas. If you use your NetSG Mobile Fleet plan when overseas, you will incur PAYG international roaming charges. You can optionally purchase one of the available Travel Packs before you leave Australia to provide fixed charge inclusions. The Travel Packs include selected countries only (see included destinations in the Travel Pack pricing earlier in this document).

If you use your Mobile outside of the Travel Pack included destinations, you will incur PAYG international roaming charges. You will be charged at our international roaming rates which are significantly higher than your normal mobile voice calls, message sent and received and data usage (note, roaming is only available for certain countries). To avoid surprises, see our full NetSG Mobile Rate Cards available at (<https://netsg.box.com/s/uurlh95oi88htdguklj1avwwz0v3ydzu>) for information on roaming call, message and data rates or contact your NetSG Account Manager if you are unsure.

## Complaints

If you are not happy with your service, please contact your nominated NetSG Account Manager to discuss your concerns. You can also email your concerns to [complaints@netsg.co](mailto:complaints@netsg.co) and we will get in touch with you to discuss.

## Ombudsman

If you are still not happy with the outcome of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://www.tio.com.au/complaints>.

## Payment Terms

This service may be restricted and/or cancelled if:

- You fail to pay your bill; or

- You breach our supply terms and conditions, our fair use or acceptable use policies, available at <https://www.netsg.co/service-agreements/>

## NetSG Customer Contacts

- Sales and Solutions Team – 1300 622 863 or [solutions@netsg.co](mailto:solutions@netsg.co)
- Service Assurance Team (Technical Support) – 1300 297 719 or log a request via our portal at <https://www.netport.al>
- Service Delivery (New service activations) – 1300 622 863 or [servicedelivery@netsg.co](mailto:servicedelivery@netsg.co)
- Billing and Accounts – 1300 622 863 or [accounts@netsg.co](mailto:accounts@netsg.co)