

## CRITICAL INFORMATION SUMMARY

### Essential MAX Prepaid Mobile Phone Rental Plan



#### INFORMATION ABOUT THE SERVICE

You are renting a prepaid mobile phone from Essential Appliance Rentals under our standard rental agreement.

The standard term of the rental is 24 months but you may terminate at any time by returning the goods in good condition.

Your rental includes a SIM card and associated allowance that is provided as long as your rental payments are made on time. Our allowance is described on a monthly basis but is tied to the periods of your rental repayments which are usually either weekly or fortnightly.

If you make all your contracted rental payments on time the allowance described below is what you will be able to access on a monthly basis. If you terminate your rental contract then your allowance will also terminate.

Your allowance gives you access to our network, a mobile phone number, and lets you make and receive national calls, send and receive standard text messages, and access mobile data.

#### What's Included in your allowance?

**Up to 3000 minutes** (50 hours) of Standard national calls to mobile and fixed services and calls to 13, 1300 and 1800 numbers

**Up to 3000 SMS** per month to National numbers only

- Your unused Monthly Call and SMS Allowance expires each month.

**Up to 2.5GB** Data for mobile Internet services.

- Unused data expires each month

**Up to \$ 30** of other calls, premium SMS or downloadable content that bills to phone.

**Note: The \$30 allowance** includes calls or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges) eg downloads like games and applications from Optus Zoo if they bill to your phone. Note that services like iTunes and Google Apps usually do not bill to phone so should not be a problem.

**WARNING:** If you exceed the \$30 allowance on other calls, premium SMS and downloadable content your whole call allowance may be suspended for the balance of the month due to technological limitations with the network provider. These items can be very expensive so be very cautious about using them.

We recommend that you restrict the use of your service to standard or fleet calls and/or SMS to get maximum value from your allowance

#### What's Excluded from your allowance?

**International:** Our SIM card is barred from making calls to international numbers or usage when travelling overseas. If you are travelling overseas and wish to make calls using your rented device then we recommend you purchase a suitable cheap prepaid sim card in your country of destination.

## INFORMATION ABOUT PRICING

Your regular rental payments cover the full service offered. This plan is provided with different devices which have different charges. The following table illustrates the current weekly or fortnightly charges and the monthly equivalent under our 24 month rental agreement for each mobile phone we may offer.

Device	Weekly Repayment	Fortnightly Repayment	Monthly Equivalent	24 month Minimum
Samsung Galaxy S4	\$ 36.50	\$ 73	\$ 158.17	\$ 3796
Apple iPhone 5S	\$ 38.50	\$ 77	\$ 166.83	\$ 4004
Samsung Galaxy S5	\$ 39.50	\$ 79	\$ 171.17	\$ 4108

## Standard Call, SMS and Data Values

<b>Call</b>	Calls are timed in 60 second increments. After you reach your 3000 minutes allowance calls will be suspended until the next period.
<b>SMS</b>	SMS/MMS used in the 3000 National SMS/MMS allowance will just be counted with SMS/MMS access suspended until the next period if you use up that allowance.
<b>Data</b>	Your data allowance will be suspended until the next period after you reach 2.5 GB usage.

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **1500** calls per month.

## Early termination charges

You are free to end the agreement at any time by returning the goods. There are no early termination charges. If your rental payments are up to date, we will simply cancel your rental agreement and terminate any future payments. If the device is in good condition, there are no additional charges.

## OTHER INFORMATION

### We're here to help

If you have any questions, just call us on **1300 723 808** so we can serve you better. Or you can visit us at [www.essential.net.au](http://www.essential.net.au) for additional information.

### Using your service overseas

Overseas usage is barred on our SIMs. You will need to make separate arrangements. We recommend purchasing a suitable cheap prepaid SIM in your destination country.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process by calling us on 1300 723 808. The head of our internal dispute process is Anne McKenzie.

If we are unable to resolve your concern or complaint then you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).