

CRITICAL INFORMATION

SUMMARY



Information About The Service

Your GT Prepaid plan includes the following allowances which will vary depending on the amount you recharge.

DATA ONLY PLANS

	\$5 Data S	\$10 Data M	\$25 Data L
What’s included	500MB	2GB	5GB
Expiry	30 days or on next recharge whichever is earlier		

ALL FOR USE WITHIN AUSTRALIA

ALL IN ONE PLANS

	\$10 Smart 30	\$10 Easy 120	\$20 Smart 70	\$29.9 Smart Unlimited	\$29.9 Plus 500	\$39.9 Plus Unlimited
Included Minutes	30	120	70	Unlimited	500	Unlimited
Included Data	500MB		1GB		2GB	4GB
Included SMS				Unlimited	500	Unlimited
What else is included	Free Unlimited Calls & SMS to GT Mobiles in Australia with every recharge for 30 days Voicemail retrieval is Free					
Expiry	30 days or on next recharge whichever is earlier					

ALL FOR USE WITHIN AUSTRALIA

GT OFFERS - LOW STANDARD (& OUT OF PLAN) RATES WITH ‘NO FLAGFALL’

Australian Landlines	Australian Mobiles	Australian SMS	Data	International SMS
9c/ min	12c / min	12c/ SMS	5c/ MB	25c/SMS

Note: a standard Australian SS will consist of 160 characters (including spaces). For unlimited minute plans an acceptable use policy applies (this is found in our Terms & Conditions, see link at the bottom of this document)

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Description of the service	Your GT Mobile service gives you access to the 2G and 3G parts of the Telstra Mobile Network, a mobile phone number lets you make and receive calls and texts, as well as the use of mobile data. You will need a GT SIM card to access this service
Mobile calls & Data usage	Calls are charged in per minute increments Data is counted per MB, and this includes uploads and downloads
Activating a Prepaid Service	To use this service you will need to purchase a GT SIM card first. You can then activate this via our retail partners or online where you will also be able to select a plan.
What's not included in the above plans	GT Mobile does not allow the sending/ receiving of MMS or Video calling. You can't use GT's data services whilst Roaming unless in a Wi-Fi hotspot
Usage deducted from extra credit	All calls to Australian numbers starting with 13XX and 18XX are chargeable at 30c/ min except calls to 1300 which are FREE (this includes our customer services number)
Making international calls	GT Mobile offer cheap international call as standard. Our international calls start from only 6c per min. To view our charges go online at www.gtmobile.com.au/rates/en
Using your service overseas	GT Mobile's roaming service operators in the majority of other countries so you can stay in touch with family and friends. Please be aware that charges for international roaming are higher so make sure you review our roaming rates and charges at www.gtmobile.com.au/rates/en
Voucher/ Recharge denominations	GT Mobile offers the following Voucher recharge options \$10, \$20, \$30 and \$50. However it offers a greater variety of recharge options online
Using your Customer Services	You can call customers services FREE by dialling 122 from your GT Mobile devise or 1300 854 623 Free using another network or landline.

CRITICAL INFORMATION SUMMARY

Help & support as well as Customer Complaints

We encourage you to contact us first so that we can try to resolve your query but if you do want to make a complaint you can either contact customer services by calling or emailing them on cs@gtmobile.com.au or send an email to complaints@gtmobile.com.au. Furthermore we also offer a comprehensive set of FAQs on our website. These can be found on www.gtmobile.com.au/FAQ/en

Our complaints policy can be viewed here <http://www.gtmobile.com.au/pdfs/au/customer-complaints-policy.pdf>

If you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or via their website at www.tio.com.au/about-us/contact-us

Tracking your usage

GT Mobile encourages its customers to register for access to MY GT Account (it offers a financial incentive to do so) so you can check your balance and usage. Customers can also check their balance by dialling *131# from their phone or if they have a plan *137#

Service expiry

If you don't use your SIM card to make a voice call, or send an SMS or use data for a period of 90 days, GT Mobile will contact you advising that it will deactivate your account. You will then be provided with an additional 30 days to make a call, send an SMS or use data. If you don't do any of the above within this 30 day period your SIM card will be deactivated and reallocated to another customer & you will not be entitled to any remaining credit in your account.

This is a summary only – the full legal terms for GT Mobile are contained in our customer terms and conditions located at www.gtmobile.com.au/terms-and-conditions/en