

CRITICAL INFORMATION SUMMARY – EFFECTIVE FROM 26/10/2019

Prepaid Plans for everyday National and International calls and SMS, and mobile data

Information about the service

- Lycamobile’s prepaid mobile service allows you to make and receive calls, send and receive SMS and access mobile data.
- We only do prepaid Plans, so you have no minimum commitment period and you don’t have to take any other services from us.
- The default Plan is Pay As You Go where you top-up and only pay for what you use, or you can use your Lycamobile account balance to pay for a Monthly Plan where you get an allowance of minutes, texts and data to use in a month.
- Pay As You Go rates apply for usage which is not included in a Monthly Plan (such as roaming) or if you exceed your Monthly Plan allowance – this applies to mobile calls, SMS and data
- Monthly Plan allowances expire at midnight 28 days from the day of purchase (which is counted as the first day) and are immediately replenished subject to you having sufficient Lycamobile account balance for the next Monthly Plan payment – any remaining allowances will not be carried over into the next 28-day validity period.
- If you don’t have enough Lycamobile account balance for your next Monthly Plan payment you will default to Pay As You Go.
- You can move back to Pay As You Go from a Monthly Plan while it is valid online via Quick recharge, My Lycamobile or by calling Customer Services but you will only be eligible for a refund if you have not used any Plan allowance, and you will lose any remaining Plan allowances.
- **Important inclusions/exclusions:** 1) calls to 13XXXX and 18XXXX (6- digit) numbers are chargeable – see www.lycamobile.com.au/en/nationalrates for pricing; 2) Lycamobile prepaid service doesn’t allow video-calling or sending/receipt of MMS.

Plan/Packs	Price	Validity	Plan allowance – for usage in Australia					
			Standard national mins			Standard national /Lycamobile SMS	Mobile data	International mins/SMS
			Landline	Other mobile	Lyca-Lyca Calls			
Pay As You Go [Default plan]	N.A. – top-up and pay only for what you use		12¢/min with 29¢ flagfall	19¢/min with 29¢ flagfall	Unlimited (recharge required)	15¢/Text	7¢/MB	Not included - see lycamobile.com.au for everyday low-price standard rates with 29¢ flagfall (International SMS - 15¢/Text)
UNLIMITED Plan XL	\$50.00	28 days	UNLIMITED	UNLIMITED	UNLIMITED	60GB	Unlimited minutes to 54 countries: Argentina, Austria, Belgium, Brazil, Brunei Darussalam, Canada, Chile, China, Colombia, Cyprus Greek, Czech republic, Denmark, Estonia, France, Finland, French Guiana, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, India, Indonesia, Italy, Israel, Japan, Korea South, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Puerto Rico, Reunion Island, Romania, Singapore, Slovakia, Spain, Switzerland, Sweden, Taiwan, Thailand, UK, USA, Venezuela and 300 minutes to Bangladesh, Cambodia, Croatia, Indonesia, Japan, Pakistan, Philippines, Taiwan, Turkey, Vietnam and 100 minutes to Afghanistan, Dominican Republic, Egypt, Iran, Iraq, Kuwait, Lebanon, Morocco, Russia, Saudi Arabia, United Arab Emirates. <ul style="list-style-type: none"> - International SMS is excluded - Calls to other countries, or out of bundle allowance will be charged at standard Pay As You Go rate 	

Information about pricing

Prices include GST	Pay As You Go	UNLIMITED Plan XL
Top-up denominations	\$10, \$20 \$30, \$40, \$50	
Top-up expiry	Not applicable - doesn't expire	
Customer Services (122)	0¢ (included in Plan)	
Voicemail access (121)	0¢ (included in Plan)	
2-minute standard national call	<ul style="list-style-type: none"> ▫ 0¢ for calls to other Lycamobile ▫ 53¢ for calls to Standard Landlines ▫ 67¢ for calls to other mobiles 	<ul style="list-style-type: none"> ▫ 0¢ for calls to other Lycamobile ▫ 53¢ for calls to Standard Landlines ▫ 67¢ for calls to other mobiles
Standard national Or International SMS (160 characters Inc. spaces)	15¢	15¢
1 MB data usage in Australia	7¢	7¢
Standard national call charging increments	Per minute, rounded up to the nearest whole minute	Per minute, rounded up to the nearest whole minute

Other information

How do I top-up my account balance?	<p>Top-up using:</p> <ul style="list-style-type: none"> ▫ Vouchers bought from your local retailer or online at www.lycamobile.com.au ▫ Online quick top-up using a debit or credit card ▫ Online top-up via My Lycamobile using a debit or credit card ▫ Auto top-up via My Lycamobile – arrange for top-ups to be made automatically when your account balance falls below the level you specify
How do I purchase a plan	<ul style="list-style-type: none"> ▫ Send activation code to 3535 using existing account balance. (e.g. 549 to 3535 to buy UNLIMITED Plan XL) We will send you a text to notify when the plan has been applied to your account. ▫ Dial *139*bundlecode# and follow the instructions (e.g. Dial *139*549# to buy UNLIMITED Plan XL) <input type="checkbox"/> ▫ Online via quick top-up using a debit or credit card ▫ Online via My Lycamobile using account balance, debit or credit card ▫ Auto renewal All plans, and packs are automatically renewable on expiration, provided that your Lycamobile account balance is not below the amount required for renewing the current plan
How do I keep track of my usage and account balance?	<ul style="list-style-type: none"> ▫ Sign-up to My Lycamobile (account.lycamobile.com.au) to view your usage history, check your balance, change your plan, transfer a number, and more ▫ Dial *137#, press send and follow the instruction on the screen to view your remaining Plan mins, SMS and data allowances (while using your Lycamobile in Australia) ▫ Dial *131#, press send and your \$ account balance will be displayed ▫ Call 131 to hear your account balance
How to I stop Auto renewal of the plan	<p>Dial *190#, press send and follow the instructions on the screen to cancel your auto renewal. Please make sure to receive the on-screen confirmation. If you are not being able to receive the confirmation, feel free to contact the customer service team on 122 Cancellation should be done 24 before the current plan expires</p>
How much will it cost me to use my phone abroad?	<p>You can use your Lycamobile for calls, SMS and data in a large number of other countries – for up-to-date information visit lycamobile.com.au/en/roamingrates. These costs are higher than in Australia.</p>
How do I get help, including answers to frequently asked questions?	<ul style="list-style-type: none"> ▫ Online FAQs and help at lycamobile.com.au/en/help ▫ Online form at lycamobile.com.au/en/contactus ▫ Call us for free on 122 from your Lycamobile or dial 1300 854 607 from any other phone (call charges to this number may vary from other network providers)
I have a problem or complaint about my service – who do I contact?	<p>Call us for free on 122 from your Lycamobile or dial 1300 854 607 from any other phone (call charges to this number may vary from other network providers)</p>
I am in dispute with Lycamobile - how do I contact the Telecommunications Industry Ombudsman (TIO)?	<p>We'll try our hardest to resolve your complaint but if you feel you need to contact the Telecommunications Industry Ombudsman go to tio.com.au or call 1800 062 058</p>