CRITICAL INFORMATION SUMMARY – EFFECTIVE FROM 01/04/2021

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 do not 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
- **Long terms plans**, after the 6 renewals expiry, the plan will be automatically renewed at the standard 28 days plans, I.e., Long term plan Small will be replaced with Unlimited plan XS ($25) Long term plan Medium will be replaced with Unlimited Plan S ($30), and Long-term plan Large will be replaced with Unlimited Plan M ($40).
- Total long-term plan Data is split into 28-day blocks for the 6 renewals as mentioned in the bundle cards, which is replenished every 28 days. If Data Per 28 Days is exhausted before 28 days has elapsed, access to data will cease until the beginning of the next data 28-day block (if any), or the customer can recharge or purchase a data Add On's at any time.
- 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.
- You can use the services without any requirement for additional telecommunication Goods.

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. These charges also apply when you exceed any monthly bundle allowances	N.A. – top-up and pay only for what you use		12¢/min with 29¢ flag fall	19¢/min with 29¢ flag fall	Unlimited (recharge required)	15¢/Text	7¢/MB	Not included - see lycamobile.com.au for everyday low-price standard rates with 29¢ flag fall (International SMS - 15¢/Text)
Long Term Medium (3; 6 & 12 Renewals)	$90 (**3** x 28 days); $180 (**6** x 28days) & $360 (**12** x 28 days)		UNLIMITED	UNLIMITED		UNLIMITED	**(30GB/28days)**	**Unlimited minutes to 12 countries:** Brazil, Columbia, China, Canada, India, Hong Kong, Malaysia, Mexico, New Zealand, Singapore, UK, and USA - International SMS is excluded - Calls to other countries, or out of bundle allowance will be charged at standard Pay As You Go rate

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 does not allow video-calling; VoLTE or sending/receipt of MMS.
3) Roaming Rates are higher than in Australia.

Information about pricing

Prices include GST	Pay As You Go (PAYG)
Top-up denominations	$10, $20, $30, $40, $50
Top-up expiry	Not applicable
Customer Services (122)	0¢ (include with bundle)
Voicemail access (121)	0¢ (Include with bundle)
2-minute standard national call	• 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¢
1 MB data usage in Australia	7¢
Standard national call charging increments	Per minute, rounded up to the nearest whole minute

Other information

How do I top-up my account balance?	• Top-up using: • **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	• **Send** activation code to 3535 using existing account balance. (e.g., 529 to 3535 to buy UNLIMITED Plan S) We will send you a text to notify when the plan has been applied to your account. • **Dial** *139*bundle code # and follow the instructions (e.g., Dial *139*529# to buy UNLIMITED Plan S) • **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?	• **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	• **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
How much will it cost me to use my phone abroad?	• You can use your Lycamobile for calls, SMS, and data in many other countries – for up-to-date information visit lycamobile.com.au/en/roaming rates. These costs are higher than in Australia.
How do I get help, including answers to frequently asked questions?	• **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?	• **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 am in dispute with Lycamobile - how do I contact the Telecommunications Industry Ombudsman (TIO)?	• We will 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