

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

Description of the service: This is a mobile telephone service enabling telephone calls, messaging and data access. Our service operates via MSS on Telstra's Wholesale network.

Bundling: The plans are unbundled. We may offer you usage packs and equipment and if so details will be provided at the time of connection or sale.

Hardware: You need a compatible 3G/4G mobile device. You must purchase a sim card for \$5 plus postage and handling.

Minimum term: One month. This is a month to month contract.

Inclusions, exclusions, qualifications: These are detailed in your plan pricing which can be found at

<http://www.swiftnetworks.com.au/swift-living-mobile-plans/>

Fair use: Our services are provided within a usage policy designed to ensure all customers enjoy a great experience. Unreasonable use of "Unlimited" or "Free" offers is currently 4000 minutes or messages in a billing period.

INFORMATION ABOUT PRICING

Plan	Medium	Large	Ultimate
Minimum monthly charge	\$20.00	\$35.00	\$45.00
Maximum monthly charge	Maximum charge depends on usage and/or excess usage. An Administration Fees of \$50 applies for changes such as transfers of accounts or services to new users, service relocation, suspension reconnection and cancellation.		
Maximum early termination charge	None: These are month to month plans		
Cost of a 2 min standard national mobile call	\$2.38	\$2.38	Free
Cost of national mobile SMS	Free	Free	Free
Cost of 1MB of standard national data	30c	30c	30c
Estimate of calls in your plan value*	83	415	Unlimited
Standard National Calls & Text (Excludes calls to voicemail, diversions, premium and international)	\$200	\$1,000	Unlimited
National Data per month	200MB	1.5GB	4GB

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

Disconnection fee: There is no termination charge however disconnections are handled at the end of the month.

Excess data: Data used in excess of your included data is charged at 30c per MB in 1kb increments.

Plan changes: You can change to any current plans on your network on your next bill run date. A plan change fee of \$11 may apply.

Billing: We bill monthly in advance. Your first bill will include a part month plan fee for the month you connected plus your next month's plan fee in advance. Bills are due 17 days from invoicing. Invoices are delivered via email unless otherwise requested. Paper invoices are available for \$2.20.

Payments: Your payment can be made by direct debit, online by credit card and BPAY Online and

over the phone. Payment processing fees may apply, on charged from your financial provider onto your account. Any late payments will incur an \$11 late payment fee.

OTHER INFORMATION

Usage information: You can track your usage by calling 1300 650 679.

Roaming: You cannot use your included value, minutes or data if you are overseas. Also your usage and our alerts service may take longer than normal to update. International roaming services will incur higher costs when you're overseas. Please contact us on 1300 650 679 for more information.

Customer care: Please do not call the network provider. Please call 1300 650 679 for Sales,

Support & Billing 9am - 5pm Monday to Friday or email us at support@swiftnetworks.com.au or mail us at 1 Watts Place, Bentley, WA 6102

Complaints: If you are unhappy with our service please lodge a complaint to our help desk on 1300 650 679. If we can't resolve your complaint you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to tio.com.au.

Availability: Our services are available to credit approved customers.

USAGE RATES

STANDARD NATIONAL RATES		STANDARD INTERNATIONAL RATES	
Voice	99c per minute(40c Flagfall)	Voice	Please visit our website
Text	Unlimited	Text	50c
MMS	55c Picture 75c Video	MMS	50c
Video	5c per second plus 30c call connect	Video MMS	75c
Data	\$0.03 per MB in excess of allowance		
Billed in	60 second increments for voice	Billed in	60 second increments for voice

Standard calls: Calls to Australian mobiles and landlines.

National calls: Calls to other Australian numbers including voicemail, 13/1800 & rerouted numbers and diversions, excluding premium rate services.

Standard text: An sms message of up to 160 characters including spaces sent to a mobile number, excluding re-routed numbers.

National calls and text usage: Rates apply when you are calling from within Australia.

International roaming: Charges apply when you're overseas. Please contact us on 1300 650 679 for more information.

Included value: Any unused value expires at the end of each billing period.

All other usage: This is charged at Telstra's standard rates (per their current Standard Form of Agreement) plus a 10% surcharge.

For more details on other usage, international call rates and International Roaming, go to <http://www.swiftnetworks.com.au/swift-living-mobile-plans>