

## CRITICAL INFORMATION SUMMARY – International Direct Dialing (IDD) Bolt On.

### INFORMATION ABOUT THE SERVICE:

The service provided is our 'IDD Bolt On'. Order and activate a Better Life Mobile Sim Card online at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au). Once you have activated your underlying base plan (S, M, L, XL or XXL) you can then add the IDD Bolt on. You must have a current service with a live underlying plan or the IDD will expire. You must provide your own unlocked mobile phone which must be compatible with the 850 MHz (3G) network (4G 700MHz/1800MHz also available on this plan).

**MINIMUM TERM:** This Bolt On is month-to-month tied to your underlying plan. You can leave at any stage. It will expire on the expiry of your underlying plan.

**MANDATORY GOODS:** You need to supply your own mobile phone to use this service. Make sure your mobile is unlocked. Must have a valid underlying mobile plan in addition to IDD bolt on.

**ACCEPTABLE USE POLICY:** The Better Life Mobile acceptable use policy sets out the rules and guidelines relating to your use of the Internet and your mobile. The Better Life Mobile Plans are for personal use only - not for commercial use or for use as a permanent connection. Data included on mobile phone plans are not designed to replace a home Internet connection. For more information, refer to the Better Life Mobile Acceptable Use Policy at [www.betterlifemobile.com.au](http://www.betterlifemobile.com.au)

**COVERAGE:** We cover 98.8% of the Australian population. Check coverage here: <http://www.mobilemaps.net.au/4G>. IDD applies to specified destinations only on page 1.

**INCLUDED MINUTES:** 120 minutes to 55 Destinations (over page). Must be used in the current month & does not roll over. Minutes billed in 1 minute increments.

### INFORMATION ABOUT PRICING:

**MINIMUM MONTHLY CHARGE:** N/A This is an optional extra only charged at \$10.

**SET UP/CANCELLATION FEES:** There are no set up or cancellation fees for any plan.

**PLAN CHANGES:** You can request a change of plan at any stage of your billing month. If you want an immediate change, you must pay the full monthly plan price.

**HOW TO PAY:** Payment must be made in advance for the month. You can pay over the phone, via internet banking, Centrelink Centrepay or set up regular payment with us from a credit/debit card.

**SPEND MANAGEMENT:** Call free call 1525 from your mobile phone for balance information or use our SMS and Chat services. Dial \*159# to check balances.

**CUSTOMER SERVICE:** You can contact us with a free call from your Better Life Mobile on 1525 or 03 90185349 or chat from our website and email at [support@betterlifemobile.com.au](mailto:support@betterlifemobile.com.au). Please note we are open Mon-Fri 9am-5:30pm

**COMPLAINTS:** If you are not satisfied with how, we have handled your complaint you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West VIC 8007

