

Critical Information Summary

Information about the Service

Service Description:

The Genesystel's \$35 Mobile plans has as Included Data allowance for usage within Australia of 50GB data 300 minutes international calls to selected countries. The service is provided via the Optus mobile 4G enabled network. Our \$12 Data Plan only includes a data allowance of 6GB. Please note usage details online and SMS notifications are according to data retrieved from the network which can have a delay of up to 48 hours for standard services items and more for other items such as International calls, roaming, satellite calls, etc.

Billing Cycle is from the first day of each month to the last day of each month. Customers pay their monthly fee on a pro-rata basis for the first calendar month, similarly, data allowance and voice allowance for the first month is also on a pro-rata basis.

Minimum Term: 24 Months.

Coverage: Customers can only get 4G speeds with a 4G-ready phone (LTE 1800/850 MHz) in Optus 4G plus coverage areas as per the detailed map listed at www.optus.com.au/living-network/coverage. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G. When inside 4G coverage areas, the actual speeds vary due to the factors such as location, distance from the base station, user numbers, hardware & software configuration and download source/upload destination etc.

Information about Pricing

What's included?

50GB of data in Australia depending on the plan you choose

(see table on right)

- At the end of each month, your usage allowance is reset.
- All data is billed in per KB increments.
- Data includes both download and upload usage.

Standard National calls & txt

- Unlimited Standard national calls to mobiles, landline, voicemail*.
- Unlimited Standard national SMS*.

Free 300 minutes to call selected 70 international destinations, depending on the plan you choose (see table below).

- Calls are rounded up to the nearest minute.
- ***Selected Countries: Algeria, American Samoa, Argentina, Bangladesh, Belgium, Bermuda, Bhutan, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guadeloupe, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Kazakhstan, Korea South, Kuwait, Laos, Lebanon, Macau, Malaysia, Malta, Mariana Is, Martinique, Mexico, Morocco, Myanmar, Nepal, New Zealand, Norway, Pakistan, Paraguay, Peru, Pitcairn Is, Poland, Portugal, Puerto Rico, Romania, Saudi Arabia, Singapore, Slovakia, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UK, Uruguay, Us Virgin Is, USA, Venezuela, Vietnam.

Comparison Rate table of Always Plans (Monthly):

Minimum monthly charge	\$35
Monthly included data allowance*	50 GB
Shared data plan	Included
Excess data charges	\$2 per GB block
Standard National Calls (calls to mobile, fixed, 13, 18, voicemail within Australia)*	Unlimited
Cost of making a 2 minute standard national mobile call (incl. flagfall)	Free
Cost of sending a national SMS (up to 160 characters)	Free
Free International calls to selected countries ***	300 minutes

What's not included?

- International calls to other countries NOT in selected countries above.
- For a list of rates for international calls go to: <https://genesystel.com.au/mobile>
- Excess Data at \$2 per GB block (e.g. if you exceed your data by 100MB, you will be charged \$2).

- Satellite calls and call diversions.
- International roaming charges are much higher and not included in your plan. International voice roaming and data roaming are subject to Plan Terms and Conditions. Genesystel reserves full rights to provide or deny provision of roaming services. We require you to understand all roaming charges and its cost implications before you use roaming, please contact us on **1300 836 500** or email us at support@genesystel.com.au a few days before you fly overseas if you need roaming activated. International Data Roaming is not allowed and you must turn it off at all times or you agree to pay the cost of the carrier's charges (at least \$0.02/KB).
- Premium SMS (19 numbers), Social Media SMS alert services. etc
- Directory Assistance like 1223, 12456, 124YES (124937).
- Calls to 19 numbers are blocked and cannot be made using Genesystel.
- International SMS at \$0.25 per message (up to 160 standard characters).
- MMS is charged at \$0.25 per message.
- International MMS is charged at \$0.50 per message.
- Any other services not listed in "What's Included" above.

Usage information:

All usage timestamps are based on AEST (time in Sydney, NSW) regardless of where you called from. Please note usage details online and SMS notifications are according to data retrieved from the network which can have a delay of up to 48 hours for standard services items, and longer for other items such as International calls, roaming, satellite calls, etc. Your online account will also allow you to check your balance or to view your current usage or bills and all other needs regarding your service.

Termination:

You can request to terminate your service by sending your request to support@genesystel.com.au with a 30 day cancellation notice. The termination fee will apply depending upon the number of months remaining in the contract term.

Porting Policy: If you applied for a new number with Genesystel, a \$20 Port out Handling Fee applies if you port the service away to another provider within 6 months. This fee does NOT apply if you ported-in your number or if you disconnect your service.

Support:

If you have any questions, contact our support via support@genesystel.com.au or call us on 1300 836 500 for urgent connection issues.

Suspension:

Genesystel, reserves all rights to suspend your service if payment is not made or if Genesystel, suspects that there is extraordinary usage that may incur bad debt. Genesystel, reserves the right to deny service to those with suspicious or unreliable credit histories. If you leave your account suspended for over 21 days, your account and mobile number will be disconnected and you will lose your mobile service number. In such case, you may request to recover the service number; there is a recovery fee of \$55. If we are unable to recover the service number the recovery fee will be refunded.

Complaints:

We are committed to providing you with excellent service, if you have any questions or are dissatisfied with something, we encourage you to always contact us first by calling **1300 836 500** or emailing support@genesystel.com.au. We will do our best to solve your problem during our first contact.

