



**ARROW**  
VOICE & DATA

CRITICAL INFORMATION SUMMARY

**MAX+ PLAN**

Valid from 1 November 2018

## Critical Information Summary

### Information about the service

Here's a quick summary of the important bits about your **MAX+** mobile plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, and have access to mobile data.

### Minimum Term

This plan has either 12 or 24-month minimum terms. Early Termination Fee may apply.

### What's included and excluded

**Unlimited national call value** - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13xx numbers.

Your unlimited included value **can not** be used for making calls and sending SMS/MMS to international numbers, satellite numbers, or used when roaming overseas. These will incur excess usage charges to your monthly bill.

Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

**20GB included data** - receive 20GB every month to access the mobile data network. Unused data expires each month and cannot be used while roaming overseas.

**Included international call value** - receive 300 minutes every month to call landlines in 26 countries. Unused minutes expires each month and cannot be used while roaming overseas.

Included countries are listed below. Only calls to landline numbers are included, unless otherwise stated:

Andorra	Bulgaria	Canada
China <sup>#</sup>	Cyprus	Denmark
France	Germany	Guam
Hungary	Ireland	Israel
Italy	Luxembourg	Malaysia
Malta	Mexico	Netherlands

New Zealand	Poland	Portugal
Romania	Spain	Sweden
United Kingdom	USA	

<sup>#</sup>includes calls to mobile

### Information about pricing

The minimum monthly charge is **\$50 inclusive of GST**. Excess Usage charges apply if you use more than your included data, or make calls, send SMS/MMS to any of the non-included numbers, and when roaming overseas. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill\*.

Your monthly charges and inclusions are metered and billed from the 28 to 27 of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

### Early termination

An Early Termination Fee (ETF) applies if you change plans, porting your number away or cancel your service.

An ETF is calculated by multiplying your monthly plan fee by the months remaining on your term of agreement, either 12 or 24.

The amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

### Standard calls, SMS/MMS and data charges

**Standard Calls** Free of charge

**Standard SMS/MMS** Free of charge

**Data** If you exceed your **20GB** Monthly included value, you will be charged \$10 per additional GB used, up to a maximum of 5GB, then \$0.03 per MB thereafter

## Critical Information Summary

### Using your service overseas

Your monthly included call and data value do not include usage while you're overseas, so you'll be charged separately for this usage. Roaming Data bolt-ons and Roaming Voice packs are available to be used overseas.

Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

### Additional Features

Roaming and Domestic data bolt-ons, as well as Roaming Voice packs are available for this service.

Please refer to Additional Features Sheet for more information.

### Other information

If you have any questions, we encourage you to contact your agent:

**[info@arrowvoice.com.au](mailto:info@arrowvoice.com.au)**

**1300 305 794**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit: **[tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)**

Visit **[www.arrowvoice.com.au/myaccount](http://www.arrowvoice.com.au/myaccount)** to find more information about call and data usage.

\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to you bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period), and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard MMS to mobiles and fixed line services, calls to 1300, 13 (excluding 132000, 132203, 132674, 132999 on Nano and Mini plans), 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: directory services, calls, SMS and MMS to international numbers, international roaming, content packs and bolt-ons, mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers. 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. MSS under the brand name [Australian Telecommunications PTY LTD – ABN 88 099 741 590] uses part of Telstra's 4G and 3G mobile network, providing a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.59 million square kilometres. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at [www.mobilemaps.net.au/4G](http://www.mobilemaps.net.au/4G). 16. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.