Critical Information Terms and Conditions
Mobile 4G Voice and Data plans

Service to be provided: "SIM-only" service for use with existing mobile phone handsets on the 3G & 4G network.

Data Included	Essential 15GB	Essential Plus 40GB	Deluxe 60GB	Deluxe Plus 66GB	Premium 78GB
Minimum plan cost per month + PAYG charges	$28	$40	$60	$66	$78
Maximum plan cost per month + PAYG charges	$28	$40	$60	$66	$78
Cost per GB of data	$1.67	$0.875	$.55	$.55	$.55
Early Termination Charge	$0	$0	$0	$0	$0
Minimum Term (Months)	1	1	1	1	1

Inclusions: All plans include all standard national calls and texts, 100GB also includes $300 Basic IDD credit.

***Please note:** Basic IDD credits can **only** be used to call applicable countries and **does not** include SMS, MMS or Video MMS. Once credit is exhausted charges are PAYG. Countries are available here https://titannet.com.au/sim-dataplans/

Information about the service

What is the service?

Titannet 's mobile phone service is a "SIM-only" service for use with existing mobile phone handsets.

Where is it available?

The mobile product of Titannet provides a 4G coverage footprint of 98% and a combined 4G and 3G coverage footprint of more than 98.5%of the Australian population.

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G network. You can either request a new phone number with this service, or port across an active number from another carrier.

What is included?

Features of this service include all calls, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan. The 100GB plan also includes $300 IDD credits. Data sharing is available with people on the same Titannet account. All people sharing data must be Titannet customers with Titannet 4G SIMS.

The data sharing feature is enabled by default, is automatic, and can't be toggled.

Do I have to bundle anything with the service?

No, you do not have to bundle anything with this service

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of switch-on.

Qualifications

Please note that this service may be restricted and/ or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at

http://titannet.com.au/wp-content/uploads/2024/05/titan-net-standard-form-of-agreement.pdf Titannet does not provide access to Premium call services such as 1900 numbers. In Australia, data usage will stop working on your phone once you hit your limit. Top-ups are available via the Titannet portal or app. The Communications Alliance Broadband Education Package can be found at https://titannet.com.au/sim-dataplans/

Critical Information Terms and Conditions
Mobile 4G Voice and Data plans

Information about pricing

Exit fee

There are no exit fees for this service.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You will need an Titannet SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

Other possible charges

- Data top-ups are available via the Titannet portal at:
  - $10 for 1GB, ○ $15 for 5GB & ○ $20 for 20GB and expire at the end of your plan month.
- Replacement SIMs will cost $15 including express postage.
- Other items that attract PAYG charges (more information available from our call centre) include:
  - Call forwarding
  - All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS - $0.35 & MMS - $0.50.
  - International calls placed to a country that becomes a non listed country, will incur additional PAYG charges and not beincluded in the IDD credit
  - Dial IT services (time and weather)
  - International directory assistance (1225)
  - National directory assistance (1223) ➢ Video calls – national and international ➢ Calls to mobile satellite phones.
  - For any 2FA SMS from Apple when setting up Facetime or iMessage **International calls**

International calls are disabled by default for 15GB and 40GB plans. Please call our customer support team on 1300 880 905 if you wish to have that lifted.

Other information

Call and usage information

You can check your usage via the Titannet portal,which is also available as a free app via Apple or Android. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via Titannet Portal. Our support hours are constantly expanding — check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://titannet.com.au/contact-us/

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://titannet.com.au/contact-us/

Titannet Limited

3/57 Fairford Rd, Padstow
NSW 2211
F 0295982501
E cs@titannet.com.au