

Critical Information Summary

Plan	Price /mth	Data Allowance	Voice Calls	Text
Sonic Mobile Lite.	\$5.00	-	Unlimited	Unlimited
Sonic Mobile 1 GB	\$9.99	1 GB	Unlimited	Unlimited
Sonic Mobile 3 GB	\$14.99	3 GB	Unlimited	Unlimited
Sonic Mobile 6 GB	\$19.99	6 GB	Unlimited	Unlimited
Sonic Mobile 10 GB	\$24.99	10 GB	Unlimited	Unlimited
Sonic Mobile 18 GB	\$29.99	18 GB	Unlimited	Unlimited

Information about the service

The Service:

Our Sonic Mobile Voice plans offer a 4G Mobile Voice service on the Optus 4G Plus Network on a Month to Month term. The plans have monthly charges, included value allowances and Unlimited value allowances as indicated in the table above.

Recurring charges are payable monthly in advance. The allowances expire at the end of each month. The included National Data allowance includes all usage for both uploads and downloads. This is a stand-alone service and is not bundled with any other product.

* Prorata allowance applies in the first month.

BYO Device:

A compatible mobile (with the Optus 4G Network) device is required to gain access to the service and is required to be operated inside the coverage area. More information on device requirements and coverage is available here: <https://www.sonicnet.net.au/mobiles>

Minimum term:

The service is available with a minimum term of 1 month. 30 days written notice is required to terminate the service.

Included in this offer:

The included National Data allowance can be used in Australia to access the internet from a compatible device. The National talk allowances can be used to make calls in Australia to Australian Fixed Lines & Mobile numbers. The Unlimited National SMS and MMS allowance can be used in Australia to send SMS and MMS to Australian Mobile numbers in Australia. The included International call

allowances can be used to make calls in Australia to Overseas Fixed Lines & Mobile numbers.

Not included in this offer:

The National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with '191', '193 – '197' and '199', Premium/Paid content, content packs, directory assistance or any other content services or charges. The included National Data allowance or International Call allowance cannot be used whilst overseas.

The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred to another or into the current or following month if unused. Subject to the Sonic Mobile Acceptable use Policy and the Sonic Terms and Conditions.

<https://www.sonicnet.net.au/terms>

Information about pricing

Minimum monthly charge:

The plan price is the minimum financial commitment for the plan you select. If your usage exceeds the included National Data Allowance, additional usage charges will apply. The most common charges used to calculate your usage (allowance and any excess) are as follows:

Usage in Australia:

Excess Call Rate per Minute to Fixed Lines & Mobiles for unlimited call plans	N/A
Excess Data Rate per GB Block (upload & download counted)	\$10.00

Excess Usage 1GB Data Blocks are automatically applied to your service at a cost of \$10.00 for any usage in excess of your Monthly Data Allowance. You may elect to limit your excess usage spend in My Coastal ITS portal, under Spend Threshold Management.

Comparison Rates

2 Minute Standard Call to Fixed or Mobile numbers on unlimited call plans	Unlimited
Standard National SMS	Unlimited
Excess National Data per 1MB (charged per GB Block)	\$0.01

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make Unlimited calls on the Unlimited minute call plans.

This is a summary only, full details on the rate table are available at: <https://www.sonicnet.net.au/mobiles/plan-charges>

The international rate table is available on our website: <https://www.sonicnet.net.au/mobiles/plan-international>

Credit Card Surcharge:

Services that are paid by Visa, MasterCard incur a 2.5% + \$0.30 transaction fee. American Express incurs an additional 0.8% fee per transaction.

Direct Debit:

Services that are paid via Direct Debit incur a 1% + \$0.30 transaction fee. Failed payments incur a \$5 fee.

Other information

Using our service overseas:

You cannot use your included Voice call minutes, SMS/MMS allowance and mobile data allowance if you are overseas. If you want to use your Sonic Mobile phone plan when overseas, you'll need to activate roaming if it's not already on. You will be charged at our roaming rates which are significantly higher than your normal mobile voice calls, message sent & received and data usage (note, roaming is only available for certain countries). To avoid surprises, see <https://www.sonicnet.net.au/mobile/plan-roaming> for information on roaming call, message and data rates.

Please contact support if you need assistance or clarification.

Sonic Customer Portal

You will be provided with a secure customer portal where you will be able to view your daily data, SMS/MMS and call usage for your Sonic Mobile service. You will also be able to track all your invoices from this portal. Login via our website: <https://www.sonicnet.net.au>

Billing:

We will bill you in advance. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Early termination charges:

The service is available with a minimum term of 1 month. 30 days written notice is required to terminate the service.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 37 37 33 or by sending an email to sonic-support@coastalits.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of May 2018.