

*This summary does not reflect any discounts or promotions which may apply from time to time.*

## Byteway Telstra 5G Voice & Data Mobile Plans Critical Information Summary

### Month to Month Plans

	Voice & Data Plan 01	Voice & Data Plan 02	Voice & Data Plan 03	Voice & Data Plan 04	Voice & Data Plan 05	Voice & Data Plan 06
Monthly Call Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls	PAYG	PAYG	PAYG	PAYG	PAYG	PAYG
Standard National SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Data	32GB	50GB	90GB	120GB	150GB	180GB

### Minimum contract term

1 month

### Description of the service

Byteway uses parts of the Telstra Mobile Network that cover more than 85% of the population with 5G. The mobile product of Byteway provides a 5G coverage footprint of 85% and a combined 4G and 5G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers.

### Unlimited 15

This includes unlimited calls in the countries China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.

### Mandatory goods

You need a network unlocked 5G compatible handset to use this service. The device needs to support 5G-banding so that you can get the best service possible.

### Monthly data allowance

The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you use all included data, you will be charged \$10 per 1GB for data excess usage which are applied as automatic top ups.

### Information about pricing

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no set limit on the maximum total charge and maximum usage. The maximum charge depends upon your usage and any excess usage. International calls will be blocked for plans that do not have international call inclusions as well as calls to the countries, which are not a part of the international call inclusions. You can add up to 10 GB data in each billing cycle, which would be billed to your monthly invoice.

### Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

## **Special promotions and value-added services**

This summary excludes any special promotions, or value adds that may be associated with your contract and maybe added by on your request after the commencement of the contract.

## **Other Information**

### **Billing**

The billing cycle of your ByteWay account ends on the last day of each month (e.g., 31<sup>st</sup> May 30<sup>th</sup> June 31<sup>st</sup> July) and your account will be billed to include a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A \$5.95 (inc. GST) service charge will be applied per month if you request to receive a paper bill.

### **Usage Information**

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions.

You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances.

### **Using your service overseas**

International Roaming is currently available on the Mobile Plans in selected countries.

Charges for international roaming are higher than standard call costs and data usage may also be more expensive. Customer Support For more information go to [www.ByteWay.com.au](http://www.ByteWay.com.au) or call us: 8am - 5pm AEST (Mon-Fri) 9am - 5pm AEST (Sat) on 1300 298 392 (within Australia).

### **Telecommunications Industry Ombudsman**

If you have any concerns or complaint(s) contact us and we will attempt to resolve the matter as quickly as possible.

If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

### **Important Information**

Our Fair Use Policy applies to all unlimited plans and unlimited components of plans.

This is only a summary. This information is correct as at 01/01/2022 and is subject to change where we are permitted to do so by law. Visit <https://www.ByteWay.com.au> for updated information about our plans and services.