Critical Information Summary

Business Mobile Share 30GB

Shared-data business mobile · 30GB into your pool · Unlimited calls and texts in Australia

This summary sets out the key facts about this plan: what you get, what it costs and the conditions that apply, so you can compare it with other offers. It is a summary only. Read it with your service agreement and our standard terms at aandstc.com.au/terms. All prices include GST.

1 Summary of this offer

	Month to month: no lock-in contract
Minimum monthly charge	**$54 per SIM**
Maximum monthly charge	**Not fixed** $54 per SIM, plus $60 each time the pool needs an automatic 10GB top-up, and any calls to other countries, roaming packs and section 5 charges.
Minimum total cost	**$61 per SIM** One month plus the $7 SIM. No connection or delivery charge.
Early termination charge	**$0** No minimum term. Cancel at any time.
The service	A business mobile whose 30GB of monthly data goes into a pool shared with your other shared SIMs, plus unlimited standard calls, SMS and MMS in Australia and calls and SMS to 15 countries.
Network and speed	Telstra's wholesale 4G mobile network. Speeds up to 100 Mbps download and upload; actual speeds vary.

2 About the service

What's included

- 30GB added to your business data pool each month
- Unlimited standard calls to Australian mobiles and landlines, including 13, 1300 and 1800 numbers
- Unlimited SMS and MMS in Australia
- Unlimited calls and SMS to 15 countries (section 4)
- Up to 300 SIMs in one pool

Network and coverage

Your service uses Telstra's wholesale mobile network, which reaches more than 98.8% of Australians. A&S Total Comms is responsible for your service and isn't affiliated with Telstra. Check coverage where you'll use it at telstrawholesale.com.au/mobile-network before you order.

What you need

An unlocked phone that works on Telstra's network. We supply a SIM or eSIM for $7. You can keep your number: moving it to us cancels your old service, so check your old provider's exit charges first.

Emergency calls

Call 000 in an emergency. If you have no coverage on this network, your phone may still reach emergency services on another network where one is available.

3 Data, top-ups and usage

How the pool works

Each shared SIM adds its monthly data to one pool that all SIMs in it can use. The pool refreshes each month and unused data doesn't carry over. A SIM that leaves the pool takes none of the pooled data with it.

When the pool runs out

When the pool's data runs out, we add 10GB to the pool automatically for $60. Each top-up lasts until the end of that month. You can ask us to switch automatic top-ups off; data then stops when the pool runs out, until the next month.

Usage alerts and records

The account contact gets SMS alerts as the pool's data runs low and runs out. Call or email us for call and data usage on any SIM at any time.

4 Calls and roaming outside Australia

International calls
Calls and SMS from Australia to standard numbers in China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, the United Kingdom, the USA and Vietnam are included. Calls to other countries are charged per minute at our international rates; ask us for a rate before you call.

Roaming overseas
Using your phone overseas can cost far more than at home. Roaming works only with a travel pack bought before you use it: 5GB, 30 minutes and 30 SMS for 7 days, $35; 10GB, 60 minutes and 60 SMS for 14 days, $60; or 3GB, 300 minutes and 300 SMS for 3 days, $65. Roaming charges can appear on a later bill.

Travel packs work in 69 countries: Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, Latvia, Lithuania, Luxembourg, Macao, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Türkiye, UAE, UK, USA, Vanuatu and Vietnam. Roaming pack prices are GST-free.

5 Other charges that may apply

Charge	Amount
SIM card or eSIM, for each new or replacement SIM	$7
Video calls in Australia (to overseas numbers: 55¢ + $3.71/min)	41¢ + $2.20/min
SMS to 13, 1300 and 1800 numbers	9.6¢ each
SMS to countries not included	34.4¢ each
Video MMS in Australia (MMS overseas 75¢, video $1)	50¢ each
National directory assistance (1223)	69¢ a call
Calls to Telstra satellite phones (Optus MobileSat 45¢ + $2.48/min)	50¢ + $1.50/min
Premium numbers (19xx) and third-party charges	Not available

6 Your agreement, bills and payments

Bills and payment
Monthly in advance, by email; the first bill includes a part-month charge from your start date. Top-ups, overseas calls and roaming packs are billed in arrears. Pay by bank transfer, credit card or debit card by the due date. No payment method has a fee or surcharge.

Changing plans
Talk to us first. The new plan's full monthly charge applies from the day you change. Moving a SIM out of the pool forfeits the data it added.

Changes we make
If we change your plan, price or terms in a way that is detrimental to you, we give you at least 30 days' notice, and you can cancel without an early termination charge.

Cancelling
Cancel at any time by phone or email, with no early termination charge. Charges already billed for the current month aren't refunded. Your Australian Consumer Law rights are not affected.

Fair use and your information
Unlimited calls and texts are for normal business use by the SIM's user, under our Fair Use Policy at aandstc.com.au/legal-documents. We may suspend the service for misuse, or for unpaid bills after notice. Our privacy policy is at aandstc.com.au/privacy.

7 Help, complaints and the Ombudsman

Contact us
07 3173 1445
accounts@aandstc.com.au
Monday to Friday, 8am–5pm AEST

Complaints
Contact us first and tell us the outcome you want. Our process is at aandstc.com.au/complaints.

Telecommunications Industry Ombudsman
Free and independent, if we haven't resolved it: 1800 062 058, tio.com.au.

Interpreter: TIS National 131 450. National Relay Service: accesshub.gov.au/about-the-nrs. Trouble paying? Contact us early; see our financial hardship policy at aandstc.com.au/hardship.