

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE: **UN\$LIMITED**

This services provides unlimited mobile voice calls for calls to local and long distance within Australia, to any Australian mobile number (excluding Pivotel), to any 13, 1300, 1800 and as well local and international text message from Australia. Nominal charges for voicemail and light data users at 5c per megabyte.

Minimum Term	1 month
Included Voice Value*	Unlimited
Included Data Value*	Nil
Exclusions	Premium Text & Voice (19XX), Video Calls, Global Roaming Voice & Data.

* You can use for data or voice

INFORMATION ABOUT PRICING

Description	Amount	What does this mean ?
Minimum Monthly Charge	\$39.90	The amount you pay per month
Maximum Exit Charge	\$22	If you choose to port out, fee is \$22 in the first 6 months, after that its \$11, if you disconnect the number fee is \$0.
Flagfall	N/A	N/A
A 2 minute national call	N/A	N/A
A single text message	N/A	Up to 160 characters in Australia or anywhere in the world.
Data Charges for 1MB	\$0.05	charged in 500kb increments
Maximum number of 2 minute calls	Unlimited	Unlimited local and national calls and calls to mobiles.

All prices include GST and further details are available on www.slimtel.com.au



PO Box 6079 Dural DC NSW 2158 Australia

Customer Service

T:1300 788 840

F:1300 788 854

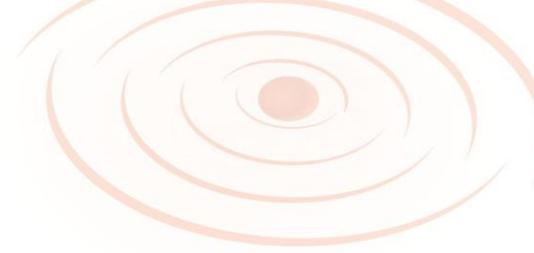
E:info@slimtel.com.au

Sales

T:1300 SLIMTEL

T:1300 754 683

E:sales@slimtel.com.au



OTHER INFORMATION:

Description	What does this mean ?
Usage Alerts	Please go to http://www.slimtel.com.au/support , there is a dedicated section for usage alerts in the mobile support section where you can set this up , or email info@slimtel.com.au or call 1300 788840 to set this up, or get your unbilled balance at any time during the month.
International Roaming	We generally recommend to purchase a local sim card for heavy users abroad. If you do require roaming we can activate it any time, but you must be with us for 6 months, already be on direct debit and have a good payment record and acknowledge that it is a very expensive service for both data and voice. We can activate and deactivate it on request. The rates vary from country to country. For more information visit www.slimtel.com.au/roaming for the latest rates.
Customer Support	You can contact us at anytime, we are here to help you. You go to www.slimtel.com.au/support which will answer most calls and has web forms for all types of typical questions. You can call our support line during business hours on 1300788840 or if you are too busy, just drop us an email on info@slimtel.com.au
Bill	You will receive a bill free via email as a Tax Invoice every month. If you require a paper bill the fee is \$1.98 per month.
Coverage	We encourage you to see the coverage in your area. For relevant coverage updates please go to www.slimtel.com.au/coverage
More Information	Please Visit www.slimtel.com.au/legal for our Terms and Conditions, Standard Form Of Agreement and Privacy Policy.
Escalation	If you are not happy with an issue, we have a dedicated escalation email address ccm@slimtel.com.au which you should put your issue in writing. A that point you will be given a complaint number. If you are still not satisfied you can contact the Telecommunications Industry Ombudsman with the complaint number on 1800 062 058 or www.tio.com.au



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