

Critical Information Summary: Mobile

Description of the Service

Mobile phone service powered by the Optus wholesale network for use in Australia providing 98.5% coverage.

Plan Summary

Plan	LITE ON QUOKKS	MORE QUOKKS	BUSY QUOKKS	EXTRA QUOKKS
Min Monthly Fee	\$22	\$35	\$60	\$75
Max Monthly Fee	\$22	\$35	\$60	\$75
Total Min Cost	\$22	\$35	\$60	\$75
Monthly Data	6GB	20GB	50GB	100GB
Cost Per GB	\$3.67	\$1.75	\$1.20	\$0.75
Excess GB Fee	\$11.00	\$11.00	\$11.00	\$11.00
Calls to Australia Local	Included	Included	Included	Included
Calls to AU National	Included	Included	Included	Included
Calls to AU Mobile	Included	Included	Included	Included
Calls to AU 13/1300	Included	Included	Included	Included
Calls International	From 2c per min	From 2c per min	From 2c per min	From 2c per min
SMS/MMS to Australia	Included	Included	Included	Included
Minimum Term	1 month	1 month	1 month	1 month

Information About the Service

What is Included

- Mobile phone plan powered on the Optus Network providing 98.5% coverage in Australia
- Data allowance depending on the selected plan

What is not Included

- Mobile Phone Handset.
- Dishonour and late payment fees.

Important Qualifications

We may suspend or cancel the service if:

- You do not pay your bill
- Breach our fair use policy -

Limitations

- Mobile handset, please check if your handset is compatible - <http://optus.com.au/compatibility>
- Mobile coverage is not available in all areas, please check - <http://www.optus.com.au/shop/mobile/network/coverage> before purchasing this service to ensure coverage is in your area.
- Plans cannot be upgraded during the current month to allow extra data limits. If you wish to upgrade it will not apply to the 1st of the following calendar month.

Data Allowances

- Monthly Data = Uploads and Download combined, 1000MB of data = 1G
- Plans have the option of allowing excess data or can be limited to the monthly allowance to avoid excess data charges.
- Included usage not used in the month does not carry forward International roaming data is not included in the monthly allowance see International Roaming.

Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is Included.

Service Cancellation

Service is month by month and can be cancelled at any time before the 1st of the following month. Excess data or call charges will be billed in arrears.

Coverage

Before purchasing this service we recommend you check the Optus Coverage tool to ensure service is available in your area by using this link - <http://www.optus.com.au/shop/mobile/network/coverage>

http://www.quokkanet.au/?page_id=334

- You are abusive to our staff

Service Add On

Excess data is billed in per gigabyte block at \$11 per gigabyte.

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

We Are Here to Help

If you have any questions you can contact us via:

- Email: qwerty@quokkanet.au
- Phone: 1800 663 997
- Internet: <http://quokkanet.au>

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting - <https://quokkanet.au/about/legal/>

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

All prices include GST and are valid as of 1/07/24.