

Critical Information Summary



Standard Plan/PAYG with optional automatic recharge

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time. This information applies to plans purchased by new customers and recharges purchased by existing customers. Further terms apply visit www.lebara.com.au/about/terms-and-conditions

Description of the service

This plan is a Prepaid Mobile service, offered by Lebara using the Vodafone network for personal use only, with inclusions and exclusions described in this Critical information Summary.

Activation

To use the service, you must purchase and activate a Lebara SIM card (\$2 unless included in a starter pack) or eSIM. You need to activate your SIM, using a valid ID, online at www.lebara.com.au/activate, via the Lebara app. You must bring your own approved 4G/5G device (mobile phone, tablet or laptop). Make sure your device is internet capable and isn't locked to other networks. You may purchase additional plans and bundles with this plan.

What's included

Standard Plan / PAYG																							
Plan price per period (minimum charge)	You simply pay up front for what you use. You can purchase prepaid credits to use on calls, text and data. Minimum \$5 on activation and minimum recharge value is \$10.																						
Plan expiry period	365 days from activation or last recharge																						
Allowed usage	The plan allows you to have a main credit balance that can be used for the following services: <ul style="list-style-type: none">- Calls to national and international fixed lines;- Calls to national and international mobiles;- National and international SMS/MMS;- International roaming as described in "Using your service overseas" section further below- Unlimited Lebara to Lebara calls within Australia (minimum \$0.10 in main balance to access this service. Subject to the Lebara Fair Use Policy);- To purchase Lebara's add-ons or recharges if you have sufficient credit																						
Rates for allowed usage (Subject to the Lebara Fair Use Policy)	<table border="1"><thead><tr><th>Service in Australia</th><th>Charge</th></tr></thead><tbody><tr><td>Standard National Landline/ Mobile Voice Call</td><td>\$0.15 per min (\$0.30 per 2 mins)</td></tr><tr><td>13/1300 numbers</td><td>\$0.15 / min</td></tr><tr><td>1800 numbers</td><td>Unlimited</td></tr><tr><td>Directory Assistance 1223</td><td>50c (one time charge)</td></tr><tr><td>Voicemail retrieval within Australia</td><td>\$0.15 / min</td></tr><tr><td>SMS to Standard Australian or International Mobiles</td><td>\$0.15</td></tr><tr><td>MMS to Standard Australian or International Mobiles</td><td>\$0.25</td></tr><tr><td>Lebara to Lebara Calls within Australia</td><td>Free</td></tr><tr><td>Data</td><td>\$0.03 per MB</td></tr><tr><td>Calls to international landline/ mobile</td><td>Visit www.lebara.com.au/prepaid-plans/rates</td></tr></tbody></table> <p>Roaming overseas rates – see section "Using your service overseas" below For Lebara add-on and plan costs visit www.lebara.com.au</p>	Service in Australia	Charge	Standard National Landline/ Mobile Voice Call	\$0.15 per min (\$0.30 per 2 mins)	13/1300 numbers	\$0.15 / min	1800 numbers	Unlimited	Directory Assistance 1223	50c (one time charge)	Voicemail retrieval within Australia	\$0.15 / min	SMS to Standard Australian or International Mobiles	\$0.15	MMS to Standard Australian or International Mobiles	\$0.25	Lebara to Lebara Calls within Australia	Free	Data	\$0.03 per MB	Calls to international landline/ mobile	Visit www.lebara.com.au/prepaid-plans/rates
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Early termination charge	You can cancel whenever you want. There is no fee for cancellation. However, if you terminate the plan, any remaining credit will not be refunded.																						

What's not included

All services not listed above, including but not limited to:

- Calls made, SMS sent and Data used when you are roaming onto an Australian network other than Vodafone Digital Mobile Network
- Premium rate numbers
- International destinations using 0015 and 0019 numbers
- Any other special numbers as determined by Lebara which may be disclosed on the Website from time to time
- Diversions (International Numbers) set up manually on your phone
- Voice call diverts
- Any voice call, SMS or MMS which is rerouted by a third party and/or rerouted to an international destination or to a premium number or service
- Any form of video calls in Australia or International; use of the Vodafone Network that is for a non-personal or commercial purpose or for resale by you; and
- Calls and SMS to the Pivotal Network and satellite numbers and machine-to- machine calls.

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Service expiry

If your plan expires and you do not recharge within 80 days, you will require a new SIM card to use the Service, and you may lose your mobile number and account with us.

Using your service overseas

International roaming is permitted in the following countries: Albania, Austria, Belgium, Bulgaria, Canada, China, Cyprus, Czech Republic, Denmark, Fiji, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Jersey, Lithuania, Luxembourg, Macau, Malaysia, Malta, Montenegro, Netherlands, New Zealand, Norway, Papua New Guinea, Poland, Portugal, Romania, Samoa, Serbia, Singapore, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Tonga, Turkey, U.K., U.S.A., Vanuatu

Customers must have an active main balance or a Roaming Add-on to utilise international roaming. Be aware that charges for international roaming can mount up. The costs and rates related to the use of international roaming listed below will be deducted from your main balance.

Service	Charge
Voice Calls, Call forwarding, Mobile Terminating Call Received	\$/min
Standard SMS to Australia or Other Destination, Delivery Report	\$/sms
SMS to Self Care (126172), Customer Care (126122)	Free
MO MMS to Australia or to other destination	\$/mms
Normal Data, MMS Data	\$/MB
Incoming Text Messages	Free

Information about pricing

Minimum charge

A one-off charge of \$2 may be payable for the Lebara SIM Card (unless included in a starter pack), in which case the total charge is the plan's price + \$2 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you purchased a pre-loaded card).

All fees must be paid up front at the time of recharge or activation of the service, except for the SIM card fees which are payable at the time of purchasing the SIM card.

Mobile Calls and Data usage

Call minutes are calculated in 60 seconds increments. Data is counted in kilobytes and includes uploads and downloads.

Other information

Spend management tools

You can keep track of your call and data usage, recharge history and make changes to your account through My Lebara. You can access My Lebara by downloading the app or online www.lebara.com.au/mylebara

Coverage

This plan uses Vodafone's 4G network. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capability, network congestion, network coverage or if you are roaming. For more info head to www.lebara.com.au/network-coverage

Fair Use Policy

Our plans are subject to the Lebara Fair Use Policy which ensures that the service is not used in a manner we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use this plan you must agree to the Fair Use Policy.

Help & Support

Visit our online support page www.lebara.com.au/support or call free from your Lebara number on 126 122 or 1300 126 122 from any other number (standard call charges apply). You can access our complaints handling process by calling the above numbers, via online chat on www.lebara.com.au or by emailing care@lebara.com.au. If, after speaking with us, you aren't happy with the outcome you may contact the Telecommunications Ombudsman on 1800 062 058, or visit www.tio.com.au