



## Lebara Medium 180 Day Plan \$160/180 days Critical Information Summary

Is the Medium Plan bundled with any other Telecommunications Services?	In order to use the service, you must first purchase a Lebara SIM Card. You bring your own mobile, tablet or laptop. You may purchase an additional Data Pack which can be used with Medium Plan.
Minimum Term:	The Medium 180 Day Plan enables you to use the service for 180 days.
Included Call Value:	<p>When you're in Australia the following services are unlimited and included:</p> <ul style="list-style-type: none"><li>• calls to standard national fixed lines;</li><li>• calls to standard national mobiles;</li><li>• calls to 13, 1300 and 18 numbers;</li><li>• calls to voicemail; and</li><li>• standard national SMS and MMS</li><li>• standard fixed and mobile calls to India, Peru, Japan, Brazil, Canada, China, Colombia, Hong Kong, Malaysia, Mexico, New Zealand, Singapore, South Korea, UK, USA. <b>\$5 international call credit to be used for standard International Calls, SMS and MMS every month.</b></li><li>• <b>*\$30 total international call credit to be used for standard International Calls, SMS and MMS split into 30-day blocks of \$5 which is replenished every 30 days.</b> Unused credit expires on next recharge, the beginning of the next 30-day block or expiry date of the Recharge, whichever is earlier. If \$5 is reached before 30 days has elapsed, access to international Calls, SMS and MMS will cease until the beginning of the next 30-day block (if any), or the customer has main balance or purchases an IDD pack.</li><li>• Unlimited standard text to <b>Argentina, Austria, Bangladesh, Brazil, Brunei Darussalam, Canada, Cambodia, Chile, China, Colombia, Costa Rica, Cyprus, Czech republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Korea South, Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Norway, Pakistan, Paraguay, Peru, Poland, Portugal, Puerto Rico, Reunion, Romania, Russia, Singapore, Slovakia, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States, Venezuela, Vietnam</b></li><li>• Unlimited Lebara to Lebara calling within Australia. (Customers must have a minimum of \$0.10 available on their account to access this service).</li></ul> <p>Personal use only and <a href="#">Fair Use Policy</a> apply.</p>
Included Data Value:	72GB total data to use in Australia, split into 30-day blocks of 12GB (data sessions rounded to the nearest KB) which is replenished every 30 days. Unused data expires on next recharge, the beginning of the next 30-day block or expiry date of the Recharge, whichever is earlier. If 12GB is reached before 30 days has elapsed, access to data will cease unless the customer has main balance (charged at \$0.02/MB) or until the customer recharges or purchases a data pack.
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 a network other than the Vodafone Digital Mobile Network, including Australian and international networks;
- international SMS (\$0.15/SMS);
- premium rate numbers;
- any other special numbers as determined by Lebara which may be disclosed on the Website from time to time.
- voice call diverts;
- any voice call, SMS or MMS which is rerouted by a third party and/or re-routed to an international destination or to a premium number or service.
- any form of video calls;
- use of the VHA Network that is for a commercial purpose or for resale by you; and
- calls and SMS to the Pivotel Network

**Information about Pricing:**

Minimum monthly charge:	Minimum charge is \$160 plus a one-off charge of \$2 is payable for delivery of a Lebara SIM Card in which case the total charge is \$162 (the SIM delivery charge is not applicable if you already own the Lebara SIM card you plan to use).  All fees must be paid up front at the time of recharge of the service, except for the SIM Card fees which are payable at the time of ordering the SIM card.
Early termination charge:	There is no fee for cancellation. However, if you terminate the plan prior to the plan expiration, any remaining credit will not be refunded.
Cost of a 2 Min Standard National Call:	No additional cost. These calls are included in the cost of the recharge.
Cost of a Standard National SMS:	No additional cost. These SMS are included in the cost of the recharge.
Cost of 1MB of Data within Australia:	Up to 72GB data included (12GB data included every month). Additional data charged at \$0.02/MB. Charged in KB increments.

**Other information:**

Call and Data Usage:	Information about your call and data usage can be viewed at the Lebara members area here: <a href="http://www.lebara.com.au/mylebara">www.lebara.com.au/mylebara</a>
International Roaming:	Lebara can only be used within Australia. International roaming services are not available.
Spend management tools:	You can check your balance, view your call history and view your recharge history in the members section of our website: <a href="http://www.lebara.com.au/mylebara">www.lebara.com.au/mylebara</a>
Help and Support:	You can find answers to our most frequently asked questions on our website: <a href="http://www.lebara.com.au/help">www.lebara.com.au/help</a> You can call us free on 126 122 from your Lebara phone or on 1300 126 122 from any other phone (standard call charges apply). Should you wish to access our complaint handling process, this can be found on our website <a href="http://lebara.com.au/complaints">lebara.com.au/complaints</a> or by calling us on 1300 126 122

	(standard call charges apply). The Telecommunications Industry Ombudsman is contactable at: <a href="http://www.tio.com.au/aboutus/contact-us">www.tio.com.au/aboutus/contact-us</a> , by phone on 1800 062 058, by Fax on 1800 630 614, by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.
Coverage:	This service uses the Vodafone network. Quality and availability may vary depending on your location, your phone, network congestion and network coverage. For more info visit <a href="http://www.lebara.com.au/network-coverage">www.lebara.com.au/network-coverage</a>

This is a summary only. Further terms and conditions regarding Lebara's services can be found at [www.lebara.com.au/standard-terms-and-conditions](http://www.lebara.com.au/standard-terms-and-conditions)