



Lebara Extra Small Plan \$24.90/30 days
Critical Information Summary

Information about the Service

Description	Extra Small Plan: 30 day plan with inclusions and exclusions described in this Critical Information Summary
Are there any mandatory components and is the Extra Small 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 Extra Small Plan.
Minimum Term	The Extra Small Plan enables you to use the service for 30 days.
Included Call Value	When you're in Australia the following services are unlimited and included: <ul style="list-style-type: none">• calls to standard national mobiles and fixed lines;• calls to 13, 1300 and 18 numbers;• calls to voicemail; and• standard national SMS and MMS• \$3 international call credit to be used for standard International Calls, SMS and MMS. Valid for 30 days from recharge.• Personal use only and Fair Use Policy apply.
Included Data Value	3GB of data to use in Australia per 30-day period (data sessions rounded to the nearest KB). We may provide bonus data from time to time. Up to 200GB unused data in a 30 day period may be banked into a databank for use in the next 30 day period if the plan is recharged or a new plan is purchased that includes a databank (databank plan) before the expiry date. You have a 48 hour grace period to recharge or purchase another databank plan after the expiry date to bank accumulated data into your databank, otherwise the data will be lost. Data in the databank cannot be used during the grace period. Your databank is not activated until unused data has been banked. Only included data and bonus data can be banked into your databank. Data pack data cannot be banked. Unused data in excess of 200GB expires on next recharge or expiry date, whichever is earlier. If all current included, bonus and databank data is used before 30 days has elapsed, access to data will cease unless you have a main balance (excess data charged at \$0.02/MB) or until you recharge or purchase a data pack or a new plan that includes data. You may gift up to a total 10GB of data in one month from your databank to any other Australian Lebara customers who are on a databank plan with an activated databank. A cap of 5 transfers per month, with a maximum of 2GB per transaction. Included and bonus data cannot be gifted until it has been banked into your databank at the end of the 30 day period. Data from data packs cannot be gifted (only data from your databank).
What's not included	All services not listed above, including but not limited to: <ul style="list-style-type: none">• calls made, SMS sent, and Data used when you are roaming onto an Australian network other than the Vodafone Digital Mobile Network;• 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 Prices

Minimum monthly charge	Minimum charge is \$14.90 plus a one-off charge of \$2 may be payable the Lebara SIM Card in which case the total charge is \$16.90 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you purchase a pre- loaded card). All fees must be paid upfront 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	3GB data included. 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: www.lebara.com.au/mylebara	
International Roaming	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 in order to utilise international roaming. 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	\$1/min
	Standard SMS to Australia or Other Destination, Delivery Report	\$1/sms
	SMS to Self Care, MVNO Content	Free rated
	MO MMS to Australia or to other destination	\$1/mms
	Normal Data, MMS Data	\$1/MB
	Incoming Text Messages	Free
Spend management tools	You can check your balance, view your call history and view your recharge history in the members section of our website: www.lebara.com.au/mylebara	
Help and Support	You can find answers to our most frequently asked questions on our website: www.lebara.com.au/help 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 lebara.com.au/complaints or by calling us on 1300 126 122 (standard call charges apply). The Telecommunications Industry Ombudsman is contactable at: www.tio.com.au/aboutus/contact-us , 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 information visit www.lebara.com.au/network-coverage	
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		

