



**Lebara Medium 360 Day Plan \$300/360 days
Critical Information Summary**

Information about the Service

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| Description | Medium 360 Day Plan: 360 Day plan with inclusions and exclusions described in this Critical Information Summary |
| Are there any mandatory components and 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 360 Day Plan. |
| Minimum Term | The Medium 360 Day Plan enables you to use the service for 360 days. |
| Included Call Value | <p>When you're in Australia the following services are unlimited and included:</p> <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• standard fixed and mobile calls to Argentina, Brazil, Cambodia, Canada, Chile, China, Colombia, France (Fixed only), Germany, Hong Kong, Hungary, India, Indonesia, Ireland, Japan, Korea South, Malaysia, Malta, Mexico, New Zealand, Peru, Puerto Rico, Romania, Singapore, Taiwan (Fixed only), Thailand, United Kingdom, United States, Venezuela, Vietnam• \$5 international call credit to be used for standard International Calls, SMS and MMS every month.• *\$60 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. 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.• Unlimited standard text to 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• Personal use only and Fair Use Policy apply. |
| Included Data Value | <p>144GB 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.</p> <p>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.</p> <p>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.</p> <p>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).</p> |
| What's not included | <p>All services not listed above, including but not limited to:</p> <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; |

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| | <ul style="list-style-type: none"> 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. |
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Information about Prices

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| Minimum monthly charge | Minimum charge is \$300 plus a one-off charge of \$2 may be payable the Lebara SIM Card in which case the total charge is \$302.00 (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 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 | 144GB 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: www.lebara.com.au/mylebara | | | | | | | | | | | | | | |
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| International Roaming | <p>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</p> <p>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.</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td>Voice Calls, Call forwarding, Mobile Terminating Call Received</td> <td>\$1/min</td> </tr> <tr> <td>Standard SMS to Australia or Other Destination, Delivery Report</td> <td>\$1/sms</td> </tr> <tr> <td>SMS to Self Care, MVNO Content</td> <td>Free rated</td> </tr> <tr> <td>MO MMS to Australia or to other destination</td> <td>\$1/mms</td> </tr> <tr> <td>Normal Data, MMS Data</td> <td>\$1/MB</td> </tr> <tr> <td>Incoming Text Messages</td> <td>Free</td> </tr> </tbody> </table> | 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 |
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| 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 | <p>You can find answers to our most frequently asked questions on our website: www.lebara.com.au/help</p> <p>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).</p> <p>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).</p> <p>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.</p> | | | | | | | | | | | | | | |
| 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 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 | | | | | | | | | | | | | | | |

