



Lebara Medium Plan \$29.90/30 days
Critical Information Summary

Information about the Service

Description	Medium Plan: 30 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 Plan.
Minimum Term	The Medium Plan enables you to use the service for 30 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 <p>• \$5 international call credit to be used for standard International Calls, SMS and MMS. Valid for 30 days from recharge.</p> <p>• 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</p> <p>• Personal use only and Fair Use Policy apply.</p>
Included Data Value	<p>12GB 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.</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;

	<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 Pivotal Network.
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Information about Prices

Minimum monthly charge	Minimum charge is \$29.90 plus a one-off charge of \$2 may be payable the Lebara SIM Card in which case the total charge is \$31.90 (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	12GB 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	<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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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/about-us/contact-us, by phone on 1800 062058, 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 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

