



Standard Plan \$10/365 days Critical Information Summary

Information About Services

Description	Standard Plan: 365 day plan with inclusions and exclusions described in this Critical Information Summary
Are there any mandatory components and Is the Standard Plan bundled with any other Telecommunications	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 Standard Plan.
Minimum Term	Standard Plan credit expires after 365 days.
Included Call Value	When you have no other active Lebara Plan your main balance 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 the international roaming section below. Plus unlimited Lebara to Lebara calling within Australia. Customers must have a minimum of \$0.10 available on their account to access this service. Rates for each of these services are described in the pricing and international roaming sections below. Personal use only and Fair Use Policy apply.
Included Data Value	From Lebara Main Balance credit \$0.02/MB.
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;• 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.• 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 charge	Minimum \$5 on activation and minimum recharge value is \$10. The charge for services is as follows:	
	Service	Charge
	Standard National Landline Voice Call	\$0.15 per min
	Standard National Mobile Voice Call	\$0.15 per min
	Standard International Voice Call	Varied*
	Standard National SMS	\$0.15 per SMS
	Data	\$0.02 per MB
	Lebara to Lebara calls within Australia	Free
*Current international calling rates are available at lebara.com.au/rates All fees must be paid up front at the time of recharge of the service. Personal use only and Fair Use Policy apply.		

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	\$0.30. This amount will be deducted from your Lebara Main Balance credit when you make a 2-minute call.
Cost of a Standard National SMS	\$0.15. This amount will be deducted from your Lebara Main Balance credit when you send a TXT.
Cost of 1MB of Data within Australia	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: 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</td> <td>\$1/min</td> </tr> <tr> <td>Call Forwarding</td> <td>\$1/min</td> </tr> <tr> <td>Mobile Terminating Call Received</td> <td>\$1/min</td> </tr> <tr> <td>Standard SMS to Australia or Other Destination</td> <td>\$1/sms</td> </tr> <tr> <td>SMS to Self Care</td> <td>Free rated</td> </tr> <tr> <td>Delivery Report</td> <td>\$1/sms</td> </tr> <tr> <td>MO MMS to Australia or to other destination</td> <td>\$1/mms</td> </tr> <tr> <td>Normal Data</td> <td>\$1/MB</td> </tr> <tr> <td>MMS Data</td> <td>\$1/MB</td> </tr> <tr> <td>MVNO Content</td> <td>Free rated</td> </tr> </tbody> </table>	Service	Charge	Voice Calls	\$1/min	Call Forwarding	\$1/min	Mobile Terminating Call Received	\$1/min	Standard SMS to Australia or Other Destination	\$1/sms	SMS to Self Care	Free rated	Delivery Report	\$1/sms	MO MMS to Australia or to other destination	\$1/mms	Normal Data	\$1/MB	MMS Data	\$1/MB	MVNO Content	Free rated
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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: lebara.com.au/mylebara																						
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 lebara.com.au/network-coverage																						
Help and Support	<p>You can find answers to our most frequently asked questions on our website: help.lebara.com/au/en/mobile</p> <p>You can call us free from Australia 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 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>																						