

# Critical Information Summary



## Medium Text & Talk 90 day plan with optional automatic recharge

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time. This information applies to plans purchased by new customers and recharges purchased by existing customers. Further terms apply visit [www.lebara.com.au/about/terms-and-conditions](http://www.lebara.com.au/about/terms-and-conditions)

### Description of the service

This plan is a Prepaid Mobile service, offered by Lebara using the Vodafone network for personal use only, with inclusions and exclusions described in this Critical information Summary.

### Activation

To use the service, you must purchase and activate a Lebara SIM card (\$2 unless included in a starter pack) or eSIM. You need to activate your SIM, using a valid ID, online at [www.lebara.com.au/activate](http://www.lebara.com.au/activate) or via the Lebara app. You must bring your own approved 4G/5G device (mobile phone, tablet, or laptop). Make sure your device is internet capable and isn't locked to other networks. You may purchase additional plans and bundles with this plan. See [Stacking plans below](#).

### What's included

	Medium 90 Day
<b>Plan price per period</b> (minimum charge)	\$80 (for 90 days. Equivalent to \$26.27 per 30 days)
<b>Plan expiry period</b>	90 days from activation or last recharge
<b>Included data per 30 days</b> (data rounded to nearest KB)	35 GB (a total of 105GB over 90 days)
<b>Unlimited</b> in Australia (subject to the Lebara Fair Use Policy)	Calls to standard national mobiles and fixed lines. Calls to voicemail. Calls to 13, 1300 and 18 numbers. Standard national SMS and MMS.
<b>Unlimited</b> standard txt, fixed and mobile talk to <b>35 countries</b> (subject to the Lebara Fair Use Policy)	Argentina, Brazil, Cambodia, Canada, Chile, China, Colombia, France, Germany, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Japan, Korea South, Malaysia, Malta, Mexico, New Zealand, Norway, Peru, Puerto Rico, Romania, Singapore, Slovenia, Sweden, Taiwan, Thailand, United Kingdom, United States, Venezuela, Vietnam
<b>Minutes</b> standard talk to <b>Zone 1 countries</b> per 30 days (resets every 30 days)	100 Afghanistan, Austria, Bangladesh, Denmark, Finland, Greece, Israel, Italy, Nepal, Netherlands, Pakistan, Poland, Saudi Arabia, South Africa, Spain, Turkey
<b>Minutes</b> standard talk to <b>Zone 2 countries</b> per 30 days (resets every 30 days)	30 Croatia, Ethiopia, Fiji, Ghana, Iraq, Qatar, Serbia, Somalia, South Sudan, Sudan, Syria
<b>\$ International Call credit</b> to all countries per 30 days (resets every 30 days)	\$5 (\$15 in total over 90 days)
<b>Network &amp; Speed Cap</b>	You'll access data on our 4G or 5G network. Vodafone's 5G network is rolling out to selected areas of major Australian cities. You can use your 5G approved device in a 5G coverage area. Check your coverage <a href="http://www.lebara.com.au/support/network">www.lebara.com.au/support/network</a> . Our Lebara plans are speed capped, which means your network speed is capped to a maximum speed of 150Mbps. These speeds are the maximum potential speeds that you may get access to. The actual network speed you experience may be slower and will vary depending on various factors including your device, location, available bandwidth and source of download

#### Data banking

Up to 200GB unused data in a 30 day period may be banked into a Data Bank for use in the next 30 day period during the term of the plan, or if the plan is recharged or a new plan is purchased that includes a Data Bank (Data Bank plan) before the expiry date. You have a 48 hour grace period to recharge or purchase another Data Bank plan after the expiry date to bank accumulated data into your Data Bank, otherwise the data will be lost. Data in the Data Bank cannot be used during the grace period. Your Data Bank is not activated until unused data has been banked. Only included data and bonus data can be banked into your Data Bank. Data Add-on data cannot be banked. Unused data in excess of 200GB expires on next recharge, the beginning of the next 30-day block or expiry date, whichever is earlier.

#### Data gifting

You may gift up to a total 10GB of data per 30 days from your Data Bank to any other Australian Lebara customers who are on a Data Bank plan with an activated Data Bank. A cap of 5 transfers per 30 days, with a minimum of 50MB and a maximum of 2GB per transaction. Included and bonus data cannot be gifted until it has been banked into your Data Bank at the end of the 30 day period. Data from data add-ons cannot be gifted (only data from your Data Bank).

#### Early termination charge

You can cancel whenever you want. There is no fee for cancellation. However, if you terminate the plan prior to the plan expiration, the plan price any remaining credit will not be refunded.

#### Stacking plans

We've designed our long-expiry plans to be 'stacked'. You can recharge with a long expiry plan and it will stack to your existing 30 day or long expiry plan. Your new

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long-expiry plan starts only once your current plan expires. You can stack Lebara plans up to 24 months maximum

### What's not included

All non-personal, commercial, machine-to-machine calls are excluded. All services not listed above, including but not limited to: any voice, SMS or MMS re-routed by a third party and/or re-routed to international numbers, 1900 numbers, 123 Ask Anything, premium SMS, voice call diverts, satellite numbers, video calls, premium rated numbers and call forwarding or any other special number as determined by Lebara and disclosed on the website from time to time. Calls, SMS and Data used when you are roaming onto an Australian network other than the Vodafone Mobile Network and/or to the Pivotal Network. International calls and SMS/MMS other than the plan inclusions listed above. International voice, SMS/MMS and data roaming other than the plan inclusions listed above. International SMS to countries not listed will be charged \$0.15/SMS.

### Automatic Recharge

You can opt into Automatic Recharge when you activate your plan or anytime using My Lebara account. The plan you will be automatically recharged on will be the same plan as your most recent recharge.

Automatic Recharge will only be turned on by default if you have provided your payment card details to pre-authorise your purchase or if you have stored your payment details and you did not opt out. You can opt-out at any time via your My Lebara account.

### Service expiry

If your plan expires and you do not recharge or you do not have any other plan stacked, you will lose your plan balances (for Data Bank balance- see Data banking section above). If you do not recharge within 80 days of plan expiry, you will require a new SIM card to use the Service, and you may lose your mobile number and account with us.

## Information about pricing

### Minimum charge

Minimum charge is the plan's price. A one-off charge of \$2 may be payable for the Lebara SIM Card (unless included in a starter pack), in which case the total charge is the plan's price + \$2 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you purchased a pre-loaded card).

All fees must be paid up front at the time of recharge or activation of the service, except for the SIM card fees which are payable at the time of ordering the SIM card.

### Mobile Calls and Data usage

Call minutes are calculated in 60 seconds increments. Calls to Directory Assistance 1223 from within Australia are charged 50c (for the duration of the call). Unused international minutes and credit expire on next recharge, the beginning of the next 30-day block or expiry of the recharge, whichever is earlier. Data is counted in kilobytes and includes uploads and downloads. If all current included, bonus and Data Bank data is used before expiry of the current 30 day, access to data will cease unless you have a main balance, or until the beginning of the next 30 day period during the term of the plan, or you recharge, or purchase a data add-on, or a new plan that includes data. Excess data is charged at \$0.02/MB in KB increments.

### Cost of 1MB data in Australia

1 GB = 1024 MB

<b>Medium 90 Day Plan</b>
\$80 105GB
\$0.00074

## Other information

### Spend management tools

You can keep track of your call and data usage, recharge history and make changes to your account through My Lebara. You can access My Lebara by downloading the app or online [www.lebara.com.au/mylebara](http://www.lebara.com.au/mylebara)

### Fair Use Policy

Our plans are subject to the Lebara Fair Use Policy which ensures that the service is not used in a manner we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use this plan you must agree to the Fair Use Policy.

### Help & Support

Visit our online support page [www.lebara.com.au/support](http://www.lebara.com.au/support) or call free from your Lebara number on 126 122 or 1300 126 122 from any other number (standard call charges apply). You can access our complaints handling process by calling the above numbers, via online chat on [www.lebara.com.au](http://www.lebara.com.au) or by emailing [care@lebara.com.au](mailto:care@lebara.com.au). If, after speaking with us, you aren't happy with the outcome you may contact the Telecommunications Ombudsman on 1800 062 058, or visit [www.tio.com.au](http://www.tio.com.au)

## Using your service overseas

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, Japan, Jersey, Lithuania, Luxembourg, Macau, Malaysia, Malta, Montenegro, Netherlands, New Zealand, Norway, Pakistan, 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 to utilise international roaming. Be aware that charges for international roaming can mount up. 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 (126172), Customer care (126122)	Free
MO MMS to Australia or to other destination	\$1/MMS
Normal Data, MMS Data	\$1/MB
Incoming Text Messages	Free