

# Critical Information Summary

## Data Only Add-On



This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time. This information applies to 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 add-on is to be used for personal use only in conjunction with a Prepaid Mobile plan offered by Lebara using the Vodafone network, with inclusions and exclusions described in this Critical information Summary.

### Activation

To use this add-on you must first purchase and activate a Lebara SIM card (\$2 unless included in a starter pack) or eSIM, if you don't already have one activated. 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 and have an active Prepaid Mobile plan or a Main Balance. 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.

### What's included:

	Small Data add-on	Medium Data add-on	Large Data add-on
<b>Price per period</b> <i>(minimum charge)</i>	\$5	\$10	\$25
<b>Expiry period</b>	30 days from activation	30 days from activation	30 days from activation
<b>Included data</b>	1GB	3GB	10GB
<b>Data Rounding</b>	Deducted in 1KB increments		
<b>Using 1MB of data in Australia</b>	\$0.0049	\$0.0032	\$0.0024
<b>Cost of data when allocation is used</b>	\$0.02/MB in 1KB increment		
<b>Bundling</b>	You must have purchased and activated an initial Lebara plan to use this add-on or have a main balance. To see available plans head to <a href="http://www.lebara.com.au/prepaid-plans">www.lebara.com.au/prepaid-plans</a>		
<b>Early termination charge</b>	You can cancel whenever you want. There is no fee for cancellation. However, if you terminate the plan prior to the add-on expiration, the add-on prices and any remaining credit will not be refunded.		
<b>Network and 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. Our Lebara plans are speed capped, which means your network speed is capped to a maximum speed of either 150Mbps or 200Mbps, depending on the speed cap that applies to your bundled plan. 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. For more info head to <a href="http://www.lebara.com.au/network-coverage">www.lebara.com.au/network-coverage</a> .		

### What's not included

The Data Only Add-ons do not include any voice, SMS or MMS allowance.

All non-personal, commercial, machine-to-machine usage is 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, voice call diverts, satellite numbers, video calls voice call diverts, satellite numbers, video calls, premium rated numbers and call forwarding call forwarding or any other special number as determined by Lebara and disclosed on the website from time to time. Also excluded are data used when you are roaming onto an Australian network other than the Vodafone Mobile Network and/or to the Pivotel Network.

### Service expiry

If your add-on expires and you do not have an active plan that includes data or have a main balance, or do not purchase another data add-on or plan, you will lose access to mobile data. If you do not recharge within 80 days of plan/add-on expiry, you will require a new SIM card to use the Service, and you may lose your mobile number and account with us.

## Using your service overseas

International roaming is not permitted and is not available for this add-on.

## Information about pricing

### Minimum charge

Minimum charge is the Add-on's price plus the costs of the Prepaid Mobile plan. 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 Add-on's price + \$2 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you have previously purchased 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.

### Data usage

Data is counted in kilobytes and includes uploads and downloads. If the add-on balance is used before the expiry period days have elapsed, access to data will cease unless you:

- Have an active plan that includes data, or
- You purchase a new data add-on, or a new plan that includes data, or
- Have a main balance

Unused data inclusions expire at the end of the Add-on term and cannot be added to a Data Bank. Excess data is charged at \$0.02/MB in KB increments. You may purchase additional data add-on if required. Any additional data add-on will be for the cost, amount of data, and data validity period as notified to you at the point of purchase. For more information, including tips on how to limit your mobile data usage, head to [www.lebara.com.au/support/data-usage](http://www.lebara.com.au/support/data-usage)

### Automatic recharge

Is not available for this service.

## 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 SIM on 126122 or 1300 126 122 from any other phone (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)