



Smash Mobile

CRITICAL INFORMATION SUMMARY

General

This Critical Information Summary is for Mobile SIM Plans which forms part of the Service Order that You have accepted and is to be read in conjunction with the Smash General Terms and Conditions.

What is the service?	SIM only post-paid mobile service, for use in Australia.					
Monthly data allowance	10 GB (4G)	20 GB (4G)	40 GB (4G)	90 GB (4G)	130 GB (4G)	60 GB (5G)
Minimum term	One month	One month	One month	One month	One month	One month
National standard calls & texts	Included	Included	Included	Included	Included	Included
Voicemail	Included	Included	Included	Included	Included	Included
Data Sharing	Yes	Yes	Yes	No	No	Yes
International calls & texts to selected destinations	*Included	*Included	*Included	*Included	*Included	*Included
	*This SIM only plan also includes national call diversions and unlimited IDD calls and SMS to 15 countries (China, Hong Kong, Malaysia, Singapore, UK, Germany, India, NZ, South Korea Vietnam, Greece, Ireland, France, Thailand and USA).					
Data Only Plan	Yes	Yes	Yes	Yes	Yes	No

Information about the Service

Download Speeds

Download speeds for purchased data plans are capped at 150 Mbps on 4G and 250 Mbps on 5G. These are the maximum potential download speeds. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

Devices

To use this service, you will need to bring your own compatible mobile device which supports the 4G service, both 4G 1800MHz and 4G 700 MHz bands. For access to 5G service, 5G 3.6 GHz banding.

Data Usage

You will receive SMS alerts in near real-time when You have used 50% and 85% of Your monthly data allowance. Once You have no data remaining, we'll send a final SMS to let You know and Your service will stop for the rest of that monthly payment cycle.

Exceed monthly data allowance

If You exceed Your included data allowance for the month, Your data service will stop. To reactivate Your data service, You will be required to purchase data on the post-paid plan that You have ordered and accepted.

Unused data in the month does not roll over and add to Your next month data allowance.

Voicemail

Your voicemail provides a personal answering service when You can't answer your phone or miss a call. Callers are greeted with Your own personal greeting and then asked to leave a message.

Message2Txt

If You miss a call, the caller will be able to leave a 10 second voice message that we will try to convert into text and send to You as an SMS.

Where Service can be used in Australia

Provided you've got a 4G-compatible device, you'll receive access to Telstra's national 4G coverage. To access 5G, you will need a 5G compatible device and be within a Telstra 5G coverage area. View the coverage map at <https://www.telstra.com.au/coverage-networks/our-coverage>

Mobile coverage depends on a number of factors such as Your device, location, surrounding landscape as well as the building You may be using Your device from.

Numbers that cannot be called or texted

Calls and texts to certain operators or call-in customer types aren't available from your Smash mobile service.

These types include:

- Satellite numbers
- Premium numbers (e.g. the 19XX numbers), 1234, 12 455 and 12 456
- International numbers outside of our selected destinations

Upfront charge for a new Service

There is an upfront charge to order a new SIM when month to month (no contract term) is selected. Pricing of the SIM is detailed in the Order You have accepted. When Your service is activated, the monthly billing cycle starts.

Pricing & Billing

Your Service will be charged at the monthly price as per the Order You have accepted. Following Your initial payment, You will be billed for subsequent monthly charges in advance on, around the 25th of each month and are paid by credit card, direct debit or EFT. Note Your card credit or bank account for direct debit will be debited in this period.

Data Sharing

You can share data across eligible SIM Plans under the one account. All SIM Plans with data sharing are pooled as one data plan to share across acceptable connected devices.

Data Only Plans

Your data only plans are available on eligible SIM Plans. No calls, text, voicemail or data sharing is provided, only data access on acceptable connected devices.

Changes to data allowance

You can change Your plan size once per monthly payment cycle. We will move You to the new plan and pricing at the start of the next monthly payment cycle, continuing from month to month thereafter until You make a further change. Where You reduce Your plan size we will not credit any money or remove data that You have already paid for on the higher data plan for the current month.

Cancel Service

You can cancel Your Service by submitting an email cancellation request to our Support Team, a minimum of 2 business days before the start of the next monthly payment cycle. If you cancel your service, we won't refund any fees that you've already paid to us and your service will stop working within an hour of your request being actioned.

Fair Use Policy

You must use Your Service in a fair, legal way that does not interfere with other people's use of the Service and follows our Fair Use Policy which can be found on the Smash website (www.smash.net.au)

Other Information

For any questions regarding the Service such as International roaming and data bolt-ons, call us on 1800 762 741.