

# CROWN mobile

## SIM ONLY PLANS

[www.crownmobile.com.au](http://www.crownmobile.com.au)

<b>Minimum Charge**</b>	\$20	\$30	\$50
<b>Minimum Term**</b>	30 days	30 days	30 days
<b>Data Allowance</b>	10 GB 4 GB Base data + 6 GB Bonus# data	30 GB 15 GB Base data + 15 GB Bonus# data	50 GB 25 GB Base data + 25 GB Bonus# data
<b>Standard National Calls*</b>	Unlimited	Unlimited	Unlimited
<b>Standard National SMS</b>	Unlimited	Unlimited	Unlimited
<b>Standard National MMS</b>	Unlimited	Unlimited	Unlimited

\*includes 13, 1300, 1800 numbers and voicemail

\*\*Retail Plans and Prices are different from online. Please refer here if you have purchased a traveller plan from a retail store.

#Promotion subject to change without notice and may be withdrawn at Crown Mobile's discretion.

## DATA BUNDLE

<b>Bundle Value</b>	\$10
<b>Data Allowance</b>	2 GB

Note: You can apply Data Bundle Add on packs multiple times in a billing period and the payment method on Crown Mobile My Account will be charged immediately each time the Data Bundle is applied.

### Service Information

You can use Crown Mobile services by purchasing a Crown Mobile SIM card online or through retail outlets and activate the SIM card using Crown Mobile My Account Portal at [www.crownmobile.com.au/activate](http://www.crownmobile.com.au/activate). A 3G/4G/4G+ compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes. Crown Mobile SIM only post-paid mobile services are for use in Australia only. By default, international roaming services are not enabled, and while you are overseas, you won't be able to make or receive calls or send messages, or to access mobile data.

### Billing and Payment

You can order a SIM online with or without a plan added. We will send the SIM to the address in Australia mentioned in the order. You can apply the Reference Number provided during your order while you activate the SIM card online to get the plan applied automatically. If you have purchased the SIM without a plan added (from online or retail outlets), you will need to select a plan and pay the first billing cycle's charges.

Following your initial payment through Card or Reference Number, you will be charged on the preferred payment method added in the Crown Mobile My Account at the end of each billing period. If we are unable to auto renew your plan for reasons such as direct debit rejection, insufficient funds or notice by you to not auto-renew etc., then your service will be suspended at the end of the billing cycle or when your remaining valid voice/data/SMS allowances has been depleted. Crown Mobile reserves all rights to suspend or terminate your service if Crown Mobile is unable to charge, or if Crown Mobile suspects that there is extraordinary usage that may incur bad debt. Crown Mobile reserves the right to deny service to those with suspicious or unreliable payment histories.

### Data Allowances

You can renew your Crown Mobile Plan anytime in the Crown Mobile My Account page. To enjoy the unlimited national calls & SMS applicable to your selected plan, you should always maintain a minimum data balance not less than 100 MB. When your data is exhausted, we will add an additional 2 GB data to your account and \$10 is charged to your payment method updated in My Account.

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If the payment method is not updated, your Crown Mobile Service will be suspended when data is exhausted. You can monitor your data usage on your My Account page or at [www.crownmobile.com.au/checkbalance](http://www.crownmobile.com.au/checkbalance). Please note that the typical usage information data can be up to 48 hours behind and the usage details should only be considered as an approximation. Any abnormally delayed or un-billed usages will still be billed as part of your current billing cycle. Any excess usage will be calculated and charged onto the renewed billing period. We may also alert you once you have reached approximately 50%, 60%, 70%, 80%, 95% of your total data allowance. You can add the non-recurring Data Bundle Plan anytime through My Account page.

### International Money Packs

You can add International Credit Pack of \$10, \$25, and \$50 from Crown Mobile My Account. This credit pack allows you to make and receive international calls, send and receive International SMS and MMS. When your International Money Balance is exhausted, we will add an additional \$10 Pack to your account and \$10 is charged to your payment method updated in My Account. You can check the International Call Rates at [www.crownmobile.com.au/international-call-rates/](http://www.crownmobile.com.au/international-call-rates/). \$0.30 flag fall applies to all international calls.

All international SMS are charged at the rate of \$0.25 AUD per SMS (up to 160 characters) and MMS are charged at the rate of \$0.75 AUD per message using International Money Credit Pack.

### Cancellation

You can cancel your Crown Mobile Service anytime by contacting Crown Mobile Support or at My Account page at least minimum of 24 hours before the start of the next monthly payment cycle. If you cancel your service, no refund will be given for any fees that you have already paid to us, and your service will stop working within an hour of your request being actioned. Your final account balance will be worked out within 30 days of termination and any outstanding amount will be charged to the payment method or has to be made accordingly. All your payment method information like card details will be removed from our system after 30 days of your account cancellation/suspension.

### Terms and Conditions

Refer the links below for more details on fair use policy, port in and port out policy, complaints handling or full list of policies at [www.crownmobile.com.au/legals/](http://www.crownmobile.com.au/legals/)

Fair Use Policy : [www.crownmobile.com.au/fair-usage-policy/](http://www.crownmobile.com.au/fair-usage-policy/)  
Customer Complaints : [www.crownmobile.com.au/complaint-handling-policy/](http://www.crownmobile.com.au/complaint-handling-policy/)  
Port in and Port out Policy : [www.crownmobile.com.au/port-in-port-out-policy/](http://www.crownmobile.com.au/port-in-port-out-policy/)  
Billing and Payment Policy : [www.crownmobile.com.au/billing-and-payment-policy/](http://www.crownmobile.com.au/billing-and-payment-policy/)  
Contact us: : [www.crownmobile.com.au/contactus/](http://www.crownmobile.com.au/contactus/)

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# Stay Close

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