CROWN mobile

$39 - 50 GB 28 DAYS PLAN

www.crownmobile.com.au

Minimum Charge	Minimum Term	Data Allowance	Standard National Calls*	Standard National SMS
$39	28 Days	50 GB 20 GB Base data + 30 GB Bonus# data	Unlimited	Unlimited

*includes 13, 1300, 1800 numbers and voicemail
#Promotion subject to change without notice and may be withdrawn at Crown Mobile's discretion.

DATA BUNDLE			
Bundle Value	$10	$20	$30
Data Allowance	3 GB	6 GB	10 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.

INTERNATIONAL ADD ON PACKS

Zone	Pack Value	100 minutes per zone##
Zone A	$10	Austria, Canada, Denmark, Finland, France, Germany, Greece, Hong Kong, Ireland (Republic), Italy, Japan, Liechtenstein, Malaysia, Monaco, Netherlands, New Zealand, Norway, San Marino, Singapore, Sweden, Switzerland, Tokelau, United Kingdom, USA, Vatican City
Zone B	$10	Andorra, Antarctica, Guam, Israel(& Occ Terr), Korea, South Norfolk Is, Palestinian Autonomous Areas, Papua New Guinea, Philippines, Puerto Rico, Slovak Republic, South Africa, Spain, US Virgin Islands
Zone C	$10	Argentina, Bahamas, Belgium, Bosnia Herzegovina, Brazil, Brunei, Chile, China, Comoros, Cook Islands, Croatia, Cuba, Cyprus, Cyprus (Turk Occ. Area), Czech Republic, Dominica, Dominican Republic, East Timor, Estonia, Faeroe Island, Fiji, French Polynesia, Greenland, Hungary, Iceland, India, Indonesia, Kiribati, Lebanon, Luxembourg, Macedonia(F Y R), Malta, Mayotte, Mexico, Nauru, Netherlands Antilles, New Caledonia, Niue Island, Poland, Portugal, Russia, Sakhalin Island, Samoa (American), Samoa (Western), Slovenia, Solomon Islands, Sri Lanka, Taiwan, Thailand, Tonga, Trinidad & Tobago, Turkey, Tuvalu, Ukraine, United Arab Emirates, Vanuatu, Venezuela, Vietnam, Yugoslavia
Zone D	$10	Albania, Angola, Antigua & Barbuda, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, British Virgin Islands, Bulgaria, Burkina Faso, Burundi, Cambodia, Cape Verde, Cayman Islands, Central African Republic, Colombia, Congo, Costa Rica, Diego Garcia, Ecuador, Egypt, El Salvador, Falklands, French Guiana, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guadeloupe, Guantanamo Bay, Guatemala, Guinea Republic, Guyana, Haiti, Iran, Iraq, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Korea North, Kuwait, Kyrgyzstan, Laos, Latvia, Lesotho, Libya, Lithuania, Macau, Madagascar, Malawi, Maldives Republic, Mali, Mariana Islands / Saipan, Marshall Islands, Martinique, Mauritania, Mauritius, Micronesia, Moldova, Montserrat, Myanmar, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palau, Panama, Paraguay, Peru, Qatar, Reunion, Romania, Rwanda, Sao Tome & Principe, Saudi Arabia, Seychelles, Sierra Leone, St Helena, St Kitts & Nevis, St Lucia, St Pierre & Miquelon, St Vincent & Bequia, Sudan, Surinam, Swaziland, Syria, Tajikistan Tanzania, Togo, Turkmenistan, Turks & Caicos Islands, Uganda, Uruguay, Uzbekistan, Wallis & Futuna Islands, Yemen Arab Rep, Yemen PDR, Zambia, Zimbabwe
Zone E	$15	Afghanistan, Algeria, Anguilla, Cameroon, Chad, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Guinea-Bissau, Honduras, Liberia, Mongolia, Morocco, Mozambique, Senegal, Somalia, Tunisia, Zaire

##International SMS not included. International SMS usage charges $0.25 AUD per SMS applicable.

Service Information

A 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 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

Crown Mobile is a division of E.Tel Communications Pty Ltd ABN 84 075 084 329.

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

To enjoy the unlimited national calls & SMS, MMS 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. 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. 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 Bundles Plans anytime through My Account page. Bonus data and Promotions are subject to change without notice and may be withdrawn at Crown Mobile discretion.

International Add on Packs

When you add a pack, you will be charged to your payment method straight away and unless you remove the pack, same charges will apply in the next billing cycle also. If you exhaust the allowed minutes (100 minutes) per pack, a new pack will be added automatically, and charges will be applied to your payment method immediately. If you make calls to any countries other than the one included in your add-on pack, the corresponding international pack will be automatically applied to your account and charged immediately. Unless you remove the packs from your account, all the add on packs will be automatically charged at end of each billing cycle. Crown Mobile may not refund any money that you've already paid for the add-on for the current month. All international SMS are charged at the rate of $0.25 AUD per SMS (up to 160 characters) with an add on pack worth $2.50 AUD . When you exhaust the allowed number of international SMS (10 SMS), a new pack will be added automatically when you send the next international SMS and charges will be applied to your payment method.

Cancellation

You can cancel your Crown Mobile Service anytime by contacting Crown Mobile Support Team 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. Your Crown Mobile My Account will be deleted after 60 days. We may be unable to reinstate the service.

Terms and Conditions

A refund request can be made within five (05) days from the date of purchase when the activation is no longer possible following extensive collaborative troubleshooting. And, in that case, you should surrender your number and the number will be disconnected before the refund can be processed. No refunds will be processed for port out numbers. 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/ .

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

CROWN mobile

www.crownmobile.com.au

Crown Mobile is a division of E.Tel Communications Pty Ltd ABN 84 075 084 329.