

Critical Information Summary— What it should contain

From 1 March, under the new TCP code, your telco provider must give you a two-page Critical Information Summary before you enter into a contract for a new service or plan.

The CIS sets out information about products, plans and services so you can clearly compare offers for post-paid and pre-paid services.

It must have:

- > Information about the service, including a description of exactly what's on offer, the minimum terms, and what is and isn't included.
- > Information about pricing—the minimum and maximum monthly charges, any early termination fees and the cost of a call, an SMS and a megabyte of data.
- > Information on where you can get all call and data from.
- > Instructions on setting up usage alerts.
- > Fees for using your phone overseas.

Value-4-Money

CRITICAL INFORMATION SUMMARY

EXTRA GOOD VALUE—\$50 PER MONTH

Information about the service

Value-4-Money mobile provides this Extra Good Value post paid mobile plan using SuperNova's 3G mobile network. This plan offers customers standard national and international mobile calls, mobile data and text messaging including SMS and MMS.

This plan comes with Eagle Hawk's smartphone handset XIII with android operating system.

Minimum term	24 months
Included value	\$500 per month for calls and texts
Included data value	1 Gigabyte (GB) of mobile data Data billed per 1 kilobyte (kb)
Exclusions	Premium calls and texting, video texting

Information about pricing

Minimum monthly charge	\$50 per month plus \$5 handset charge
Maximum charge for early termination	Early termination fee is the monthly access fee and monthly handset fee for the remainder of the contract period plus accrued and unpaid usage charges up to termination.
Two minute standard national mobile call including flag fall	\$2.20
Cost of a standard national SMS	20 cents
Cost of using 1 megabyte (MB) of data	20 cents
If you restricted your use solely to Standard National Mobile Calls each of two minutes in duration, you could make 227 calls.	

Other information

Charges and usage alerts

1. Usage information on calls and data available at <http://v4mmobile.com.au/mobilephones/usage>.
2. Instructions on setting usage alerts are available at <http://v4mmobile.com.au/mobilephones/alerts>.
3. Global roaming will incur significantly higher charges for calls made and received, SMSs sent and data used. More details on global roaming charges at <http://v4mmobile.com.au/mobilephones/roamingrates>.

Value-4-Money mobile delivering greater value to you
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> Contact details for your service provider.

> Details on how to make a complaint.

Customer service details

1. For further assistance, please contact our customer service centre at 13 11 11.
2. If you wish to make a complaint, please contact our complaints resolution team at 13 99 99 or lodge your complaint at our website at <http://v4mmobile.com.au/complaints>.

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Value-4-Money, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. calling 1800 062 058; or
- b. emailing to tio@tio.com.au; or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.