



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

NETWORK INFORMATION and DEVICES

Bold Media 4G Plus Mobile delivers a post-paid mobile service over the Optus 4G Plus Mobile Network that covers 98.5% of the Australian population.

To use this service, you'll need to bring your own compatible mobile device that is able to use the Optus 4G Plus Mobile Network. In areas where 4G is unavailable you will continue to receive quality 3G coverage. Providing your device is 3G Dual Band compatible (2100MHz/900MHz), you will still experience the benefits of enhanced coverage across Australia.

DATA ALLOWANCE and DATA SHARING

Every mobile plan comes with a data allowance. You can share your monthly data allowance with other eligible plans on the same billing account. If you exceed your total monthly data allowance across all eligible plans, we will automatically increase your total data allowance by an extra 1GB for \$11. Please call our Customer Care Team on **1300 951 854** for more information or to manage your data allowance.

INTERNATIONAL ROAMING and BOLT ONS

Monthly call and data allowance doesn't include usage while overseas. International roaming is not available in all countries and calls and data usage are charged separately. You can purchase an International Roaming Pack to reduce charges. Please contact us on **1300 951 854** for further information.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CHARGES

BUSINESS MOBILE	FLEET 4G+	FLEET 4G+	FLEET 4G+
4G PLUS FLEET PLANS	5GB	30GB	60GB
MONTHLY ACCESS FEE	\$29	\$39	\$49
NETWORK ACCESS	3G/4G	3G/4G	3G/4G
MONTHLY DATA ALLOWANCE	5GB	30GB	60GB
DATA SHARING (Other Fleet Plans Only)	Yes	Yes	Yes
LOCAL / NATIONAL / MOBILE CALLS	Included	Included	Included
SMS - NATIONAL / MOBILE	Included	Included	Included
MMS - STANDARD NATIONAL	Included	Included	Included
CALLS TO 13/1300	Included	Included	Included
1GB Auto Top Up	\$11	\$11	\$11
INTERNATIONAL ROAMING PACK Unlimited Calls/SMS + 1GB Data per Service	\$11 Per Day	\$11 Per Day	\$11 Per Day

AVAILABLE COUNTRIES: Albania, Argentina, Armenia, Austria, Azerbaijan, Bangladesh, Belarus, Belgium, Bosnia and Herzegovina, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Estonia, Faroe Islands, Fiji, Finland, France, French Polynesia, Georgia, Germany, Greece, Greenland, Guam, Guernsey, Hong Kong, Hungary, Hawaii (USA), Iceland, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Kazakhstan, Korea (South), Kuwait, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Mexico, Moldova, Montenegro, Myanmar, Nauru, Netherlands, New Zealand, Northern Marianas, Norway, Pakistan, Palestine, Panama, Papua New Guinea, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, Russian Federation, Samoa (Western), San Marino, Serbia, Singapore, Slovakia, Slovenia, Solomon Islands, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Tajikistan, Thailand, Timor, Tonga, Turkey, Ukraine, UAE, UK, USA, US Virgin Islands, Vanuatu, Vatican City (Holy See), Vietnam.

INCLUDED VALUE and ACCEPTABLE USE POLICY

Included calls, data and messages are subject to Bold Media Group's Acceptable Use Policy. Services must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations. For further information please see www.boldmediagroup.com.au/acceptable-use-policy

WHAT IS NOT INCLUDED

Certain calls and sms/mms messages are not included in the plan allowance. These are: calls and sms/mms messages to premium numbers (e.g. 19xx numbers), international roaming calls and sms/mms messages; calls and sms/mms messages to international numbers, video calls, national directory assistance, international directory assistance, calls and sms/mms messages to satellite mobile numbers and Optus Mobilesat, mms video.

SET UP FEES and MINIMUM TOTAL COST

Set Up Fee: \$0. Minimum Total Cost: \$29 on the 4G Plus Mobile 5GB Plan.

CALLS to INTERNATIONAL NUMBERS

Calls and SMS/MMS messages to international numbers are charged according to the country being dialled. For all current international call rates please call **1300 951 854**.

MINIMUM TERM, CANCELLATIONS and CHANGES

Minimum Term is 1 Month. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled or transferred. You can change your plan at any time. Plan changes take effect from the start of the following billing period which commences on the 1st day of each calendar month.



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OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit www.boldmediagroup.com.au

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Bold Media will commence the connection process. Connection timeframes may vary upon the type of connection required. Bold Media will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

You will receive email alerts when you reach 50%, 85% and 100% of your Monthly Data Allowance. For information about your current usage levels please contact our Customer Service Team on **1300 951 854**.

BILLING

Bold Media will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends on the last day of every month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following billing period. Bold Media's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on **1300 951 854**.

PAYMENT METHOD

Bold Media accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

Bold Media Group is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854**.

If for some reason you are not satisfied with the service received, please contact Bold Media's Customer Service Team on **1300 951 854** and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.boldmediagroup.com.au/customer-complaints

If you are still not satisfied with the steps taken by Bold Media to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Bold Media Group and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.