

CovaU Mobile Flexi 3 Plan Critical Information Summary



Information About the Service

This service is provided by CovaU Mobile which is a post-paid mobile service carrier. It gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, access mobile data and other mobile services. CovaU Mobile is powered by the Vodafone Australia 4G network.

Plan Details:

Minimum monthly charge	\$99
Number of users	1-3 users
Voice	Unlimited
SMS	Unlimited
Data (Sharable)	10GB
Minimum Term	1 Month (Total min cost \$99)

CovaU Mobile uses a calendar month billing cycle.

Your unused plan allowances will expire each month at the end of your billing cycle

All inclusions are of use in Australia only.

Each user will have access to the shared pool of included data on a first in first served basis.

If you request more than the maximum number of users for using the plan, each additional user is \$25 per month. Additional users will not increase the plan's included data and included value.

Information About Pricing

Minimum Monthly Charge

Flexi 3 plan is a post-paid service. A minimum monthly (a calendar month) charge is \$99.00

Early Termination Charge

Flexi 3 plan is a monthly plan, so the early termination charge is not applicable.

Extra Data

If you use more than your Plan's included data, we'll automatically give you another 1GB for \$10. Extra Data expires at the end of your billing month. Or you can choose to be charged the Pay-As-You-Go of \$0.05 per MB.

Details Of Charges:

Usage Types	Rates
Standard national voice calls	Unlimited
Standard national SMS	Unlimited
Standard national calls to 1300 and 1800 numbers	Unlimited
International calls	Refer to CovaU Mobile website
International SMS	\$ 0.10 per event

Information About Pricing

Usage Types	Rates
Standard national and international PXT	\$ 0.75 per event
Video PXT	\$ 0.90 per event
National video calls	\$ 1.00 per min + \$ 0.30 flagfall
Voicemail retrieval	Unlimited
SMS delivery report	Unlimited
Directory assistance	\$ 3.50 per call

Price include GST.

CovaU Mobile's Fair Use Policy applies. Please visit www.covaumobile.com.au/support

Other Information

Tracking Your Usage

To check and manage your data usage, login to 'My Account' at <https://secure.covaumobile.com.au/>
You will also receive usage alert through SMS and/or email (to verified email address only) when you reach 50, 85 or 100% of your plan inclusion for either calls or data (if applicable).

Billing

Your bill is issued on the 1st every month. You'll be billed in advance for the minimum monthly charge (plus the charge of additional users, if any) and for your use during the previous month. Your first bill may include pro rata charges based on the number of days you connected the mobile services in the billing period. You'll receive a proportion of your plan's included data and included value based on the number of days left in the billing period.

Using Your Service Overseas

Your CovaU Mobile service will not operate if it is outside Australia.

Customer Service Contact Details

You can contact CovaU Mobile Customer Service by calling 1300 126 866 (from 8am to 8pm, AEST) or by sending an email to support@covaumobile.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing format. The methods of lodging your complaint are listed at <https://www.covaumobile.com.au/complaints>

If you are not satisfied with the resolution or the investigation of your case, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/making-a-complaint