

# CovaU Mobile Pro 10 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	\$499
Number of users	1-10 users
Voice	Unlimited
SMS	Unlimited
Data (Sharable)	15GB
Included value*	\$500
Tech Fund	\$2,500
Minimum Term	24 months (Total min cost \$11,976)

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 and included value on a first in first served basis.

If you request more than the maximum number if 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.

Tech fund amount can be used on selected devices on CovaU Mobile. If the total cost of devices exceeds your tech fund amount, you will need to pay extra fees. Terms and conditions apply.

## Information About Pricing

### Minimum Monthly Charge

Pro 10 plan is a post-paid service. A minimum monthly (a calendar month) charge is \$499.00

### Early Termination Charge

Pro 10 plan is a 24 month contract plan. If you cancel you plan before the end of your 24 month term, you will need to pay us an early termination fee which is \$499.00 x months of remaining on your contract.

### 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	Use your included value*
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	Use your included value*
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](http://www.covaumobile.com.au/support)

## Other Information

### Tracking Your Usage

To check and manage your data usage, login to 'My Account' at <http://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 used 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](mailto: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](http://www.tio.com.au/making-a-complaint)