

# Belong Mobile Critical Information Summary

## Summary of essential information

Here's a summary of the essential information about your plan and the add-ons that we make available from time to time for you to use with your plan. This document does not reflect any special offers or promotions which may apply from time to time.

What is the service?	You're signing up for a SIM only month-to-month post-paid mobile service, for use in Australia.				
Monthly data allowance	5 GB	25 GB	40 GB	100 GB	160 GB
	Not available for new sign ups	Prior to 4 July 2023, 20GB. No longer available for purchase. Customers will be migrated to the 25GB plan.			
Minimum term	One month	One month	One month	One month	One month
Minimum monthly charge	\$19	\$29 Prior to 4 July 2023, \$25. No longer available for purchase. Customers will be migrated to the \$29 plan.	\$35	\$45	\$55
National standard calls & texts	Included	Included	Included	Included	Included
Voicemail	Included	Included	Included	Included	Included
International calls & texts to selected destinations	+\$5 per month	+\$5 per month	+\$5 per month	+\$5 per month	Included
	Selected destinations include Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Romania, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA and Vietnam.				

## Information about the service

### What download speeds can I enjoy?

Download speeds for purchased or included data are capped at 150 Mbps on 4G and 5G for all our mobile plans except our \$55 mobile plan, where download speeds are capped at 250 Mbps. These are the maximum potential download speeds. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

If you go over your included data allowance, your speed will be capped at 1 Mbps but we won't charge you extra.

To access 5G, you will need a 5G compatible device and be within a Belong 5G coverage area, which now reaches at least 75% of the Australian population. View the coverage map at [belong.com.au/go/mobile/coverage-map](https://belong.com.au/go/mobile/coverage-map).

### Devices

To use this service, you'll need to bring your own compatible mobile device which supports 3G 850 MHz and, for access to the 4G service, both 4G 1800MHz and 4G 700 MHz bands. For access to 5G service, 5G 3.6 GHz banding.

### How do I know how much data I have remaining?

You can keep track of your data by signing in to your Belong account through the Belong app or on the website at [belong.com.au/account/mobile](https://belong.com.au/account/mobile).

We'll also send you SMS alerts in near real-time when you have used 50% and 85% of your monthly data allowance. Once you have no data remaining, we'll send a final SMS to let you know and your service will be slowed to a maximum of 1 Mbps for the rest of that monthly payment cycle, but we won't charge you any extra.

## What happens if I exceed my data allowance?

You can purchase additional data at any time, if your allowance is low or has run out, in units of 5GB for \$10 each. We do not apply data top-ups automatically. If you have no data remaining, your service will be slowed to a maximum of 1 Mbps for the rest of that monthly payment cycle, but we won't charge you extra. Your data at the slower speed will be unlimited.

## Gifting and banking data

With your plan, you can:

- Gift your data, in 1GB units, to another Belong mobile customer;
- Bank any unused data at the end of the month.

## Voicemail

Your voicemail provides a personal answering service when you can't answer your phone or miss a call. Callers are greeted with your own personal greeting and then asked to leave a message.

## Message2Txt

If you miss a call, the caller will be able to leave a 10 second voice message that we will try to convert into text and send to you as an SMS.

## Where can I use my service in Australia?

Provided you've got a 4G-compatible device, you'll receive access to our national 4G or 3G coverage. If you have a 5G device, you'll receive access to our 5G coverage – see maps at [belong.com.au/mobile/coverage-map](https://belong.com.au/mobile/coverage-map). Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the building you may be using your device from.

## Are there any numbers that I can't call or text?

Yes, calls and texts to certain operators or call-in customer types aren't available from your Belong mobile service.

These types include:

- Satellite numbers
- Premium numbers (e.g. the 19XX numbers), 1234, 12 455 and 12 456
- International numbers outside of our add-on selected destinations

## How much will I pay upfront for a new service?

There is no charge to order a SIM online. We will send it for free to an address in Australia.

When you activate your service, you'll need to pay the first month's charge for your plan, plus the cost of any add-ons you select.

## When will I be billed?

Following your initial payment on sign-up, you'll be billed for subsequent monthly charges in advance on the same day each month. We'll notify you of your payment day after you sign-up, and you can see it at any time in our app or by signing in to your account on our website. You will be charged immediately each time you buy a data top up or an international roaming travel pack.

## How do I pay?

You'll need to pay any charges via recurring payment using direct debit from a Visa, MasterCard or PayPal account. We accept credit or debit card payments from Australian banks, building societies or credit unions. (Prepaid cards are not accepted).

## Can I change my data allowance?

You can change your plan size once per monthly payment cycle. We'll move you to the new plan and pricing at the start of the

next monthly payment cycle, continuing from month to month thereafter until you make a further change.

Where you reduce your plan size we won't refund any money or remove data that you've already paid for on the higher data plan for the current month.

## Feature add-ons

To help you get the most from your service, we may make add-ons available to you, such as call add-ons. Those add ons are separate to your plan, but are designed for you to use with your plan.

## International roaming travel pack add on

Add on an international roaming travel pack to use your mobile number in selected overseas destinations. For more information, head to our [international roaming page](#).

## International Call and Text add on

If you are not on our \$55 mobile plan, you can add our International Call and Text add-on to your service, for an additional \$5/mth you will be able to make calls and send texts from Australia to standard numbers in selected destinations. The destinations that are included may change from time to time, and are as set out in our [mobile calls and text inclusions page](#).

You can add or remove the International Call and Text add-on once per monthly payment cycle.

If you add this add-on to your service, you'll be able to use the included calls and messages almost straight away, and the monthly charge for the add-on will apply from the next monthly payment cycle.

If you remove this add-on, we'll remove it at the start of the next monthly payment cycle. We won't refund any money that you've already paid for the add-on for the current month.

This add-on renews automatically at the end of each payment cycle until you remove it.

## How do I cancel my service?

You can cancel your service by submitting a cancel request through our app or website, a minimum of 24 hours before the start of the next monthly payment cycle.

If you cancel your service, we won't refund any fees that you've already paid to us and your service will stop working within an hour of your request being actioned.

## Acceptable use policy

You must use your service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable use policy. It's for personal use only and must not be resold. For the full policy see [belong.com.au/customer-terms](https://belong.com.au/customer-terms)

## What should I do if I need help?

If you've got questions, visit [belong.com.au/contact-us](https://belong.com.au/contact-us)

## What should I do if I have a complaint?

At [belong.com.au/contact-us](https://belong.com.au/contact-us) you'll find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us). This is a summary only.

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