

Service Description	The service provided under your plan is a mobile phone service that allows you to make and receive calls, send and receive SMS/MMS, and access mobile data in Australia. You can request a new mobile phone number or transfer an existing Australian mobile number. A sim card is provided at no extra cost.			
Minimum Spend Term (Months)	1 Month			
Plan Name and Data Inclusion	12GB SIM Mobile	25GB SIM Mobile	32GB SIM Mobile	50GB SIM Mobile
Min. Monthly Charge	\$24.00	\$30.00	\$36.00	\$42.00
Maximum Upload/Download Speed in Mbps *	100/100	100/100	150/150	150/150
Data Banking	Up to 500GB			
Calls/SMS in Australia to landlines, AU mobiles, 13/1300/1800 and voicemail	Unlimited			
MMS Photo in Australia to AU mobiles	Unlimited			
MMS Video in Australia to AU mobiles	PAYG rates apply.			
International Calls/SMS	PAYG rates apply, however, international calling is disabled when you first join. This can be enabled by contacting our Support Team support@drimtel.com.au	Unlimited calls and SMS from Australia to landline and mobiles within the following listed countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.		
International MMS	PAYG rates apply.			
Call forwarding In Australia to AU fixed lines and mobiles	PAYG rates apply.	Unlimited		
Maximum Early Termination Charge	There are no Early Termination Charges however if you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.			

* This is the maximum potential download speed. Typical conditions, speeds may often be slower and will vary due to factors such as location, device capabilities distance from the base station conditions, hardware and software configuration and download/upload destination.

Information about this service					
Additional Data	Once your included data has been used, your service will automatically access any data that you have available in your data banking. Should you require additional data, you can purchase data bolt-ons for \$20 per 2GB. These bolt-ons will be charged onto your next invoice. You will also receive notifications at 50%, 85% and 100% of top up usage. Any unused data from your data top up by the end of the bill cycle will be carried forward into your data bank.				
International Roaming	When you first land into any one of the 68 countries that we can support international roaming you will receive an International Roaming Welcome notification via SMS advising in order to use your mobile service overseas you will need to opt-in via SMS to activate an International Roaming pack. You will need to send the word ROAM as an SMS to 179.				
	You can only use your service when travelling outside of Australia if you purchase an International Roaming Travel Pack at the cost set out below. A Travel Pack is only available for use in the listed countries on our site. Unused inclusions are forfeited on expiry of a Travel Pack.				
	International Roaming Travel Pack	Cost	Standard Voice Calls*	Standard SMS	Data Allowance
	Fourteen (14) Day Pack	\$60	60 mins	60	10GB
	Seven (7) Day Pack	\$35	30 mins	30	5GB
	Three (3) Day Pack	\$65	300 mins	300	3GB
<p>*Both inbound and outbound calls will count towards your included voice call minutes.</p> <p>There will be no SMS prompts to remind you to activate a new pack and your International Roaming pack does not automatically renew each day. To add another pack after you have consumed all the data or after expiry, SMS ROAM to 179 You will receive an SMS notifications to let you know when you have used 50%, 85%, 95% and 100% of your data inclusion. Information may be up to 48 hours old.</p>					
Data Banking	At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is 500GB. Any unused data from your data top up will be carried forward into your data bank. Your banked data will remain if you upgrade to a higher-cost monthly plan. Any data in your data bank is forfeited if your mobile plan is downgraded to a lower-cost monthly plan. Data Banking is for domestic use only and cannot be used if the service roams outside of Australia.				
Offer Limitations	This plan is for use in Australia. International calls, SMS and MMS to a country not listed in the table above will be charged at PAYG rates . Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus				

	mobile satellite numbers, video MMS etc.) will be charged at PAYG rates . Calls to some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e 1900) are not supported.
Service Details and Coverage	DrimTel Pty Ltd uses the Telstra Wholesale Mobile Network. The Telstra Wholesale Mobile Network coverage reaches more than 98.8% of the Australian population with 3G*, 4G or 5G and covers more than 1.6m square kilometers of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G. Use our Mobile Coverage Map (drimtel.com.au) to check if the service is available at the location where you would usually use the service. * At end August 2024 3G network services will cease.
Typical Download Speeds	This is the maximum potential download speed. 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. Check your plan in above table for maximum potential download speed and speed cap.
Offer Conditions	To use this service, you must activate your SIM card within 2 months of ordering. Any unused monthly inclusions expire each month and cannot be carried forward. You must comply with our Acceptable Use Policy to use this service.
Promotions and Special Offers	This summary does not include any special offers or promotions that may be offered on these plans, such as discounts or bonus data.
Service Provider	DrimTel Pty Ltd (ABN 43 665 890 915) acts as a reseller and uses part of the 5G, 4G and 3G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, DrimTel is responsible for providing the service to you and is not affiliated with or related to the principal carrier.
Hardware Requirements (Equipment)	To use this service, you will need to bring your own compatible mobile device which must be unlocked and support 3G 850MHz. And, for access to the 4G service, your device must also support both 4G 1800MHz and 4G 700MHz bands. 5G network access requires 5G compatible device and a 5G enabled plan. 5G is only available in selected areas.
Changing Your Plan	You can change to a plan of higher or lower value by emailing our Support Team . There is no charge to change your plan and the change will take effect the last day of the current billing cycle. Should you wish to change before this date you will be billed for the full plan plus a month in advance note you will not receive a refund for any amounts that you have paid for in advance on your previous plan.
Cancelling your DrimTel Service	If you are taking your mobile number to another provider, you do not need to contact DrimTel as the service will stop billing with DrimTel once your number is active with your new provider. If you no longer need your mobile service, you must contact DrimTel to disconnect your service. You will continue to be billed for the service until you contact us to cancel your service.
Annual Price Review	Our mobile plans include an annual price review and may increase in line with CPI each year. CPI Measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.
Billing Information	
Billing Date, Period, Notice and Amount	<p>You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated – be that via email or regular paper mail. Please note that if you elect to receive your bill in paper via regular mail a fee of \$2.50 will be applied to your account. You can access your DrimTel account online via our website portal where you can track your usage, see your pre-bill information and nominate your direct debit payment method.</p> <p>Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your number to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.</p>
Service Activation Date and First Bill Charges	Service charges begin from the day you activate your SIM card. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill may be higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.
Payments	You will pay your monthly recurring charges plus any usage not included in your plan by Credit Card, Direct Debit, BPAY, Australia Post Billpay or Direct Deposit by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website: https://drimtel.com.au/faqs
Other Information	
Access to call and data usage information	Check your call and data usage from your DrimTel Account or via your mobile handset by dialling *159# and the call button. You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a 2GB data top-up is added.
Customer Service Contact Details	<p>Customer Service: 1300 374 683</p> <p>Opening Hours: 7:30am to 5:30pm WST</p> <p>Alternatively, submit a Help Ticket</p>
How to Access our Complaints Handling Process	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at www.drimtel.com.au/legal

TIO Contact Details	Our complaint resolution team can be contacted at accounts@drimtel.com.au . Please contact us in the first instance so we can try to resolve your complaint. If you are not satisfied with the resolution of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058. For full details, visit www.tio.com.au/contact-us
Full Legal Terms and Conditions	This document is a summary only. Full legal terms and conditions are available on drimtel.com.au/legal . The above information is based on the standard service offering and is only a summary. On occasion, DrimTel, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above

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