DrimTel Mobile | All plans
Critical Information Summary:
DrimTel Mobile Phone Service

Information about the service

Service Description

This mobile phone service is a "SIM-Only" service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1 month minimum term.

Hardware Requirements

You will require an unlocked mobile phone to use this service. Our service is SIM only and does not include a mobile phone.

Key Details

What's included:

- All standard calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia
- Voicemails
- Calls to 13,1300 and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see table

Included Data	4G/5G	Cost/mth	Cost/gb
15GB	4G/5G	$35	$2.33
45GB	4G/5G	$40	$0.88
65GB	4G/5G	$45	$0.69
100GB	4G/5G	$50	$0.50

The minimum charge for this service is equivalent to 1 month charge.

All plans have download speeds that are capped at 150Mbps.

Auto and Manual Data add-on

Users will automatically have their data topped up by 2GB once they have used their included data allowance. Up to a maximum of 5 x 2GB Data Add-ons will be automatically added. Additional Data add-ons of 1GB can be purchased manually once all Auto add-ons have been utilised.

Users can also purchase a recurring 5GB bolt on at any time. If you cancel a recurring Data Add-on, this will take effect at the end of the current billing period. Unused add-on data is forfeited at the end of the current billing period. 2GB and 1GB Data addons are both charged at $10 per bolt on whilst the 5GB bolt on is charged at $35.

International Calls

Plans include unlimited standard calls from within Australia to the following countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.

For details of call costs to specific international destinations please see the mobile section of our website for full international call charge information: https://www.drimtel.com.au/terms-and-conditions

Coverage

The mobile product of **DrimTel** uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at https://www.drimtel.com.au/mobile-coverage-map. DrimTel is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

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Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for

part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email.

Late Payment Fee

Late payment fees for unpaid invoices will be applied at $10 per invoice.

International Roaming

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them.

Travel Packs

International roaming allows you to use your mobile service in eligible countries overseas. You can only use international roaming if you have an active International Roaming Travel Pack. The travel packs are available on all our plans

3 days Pack | $65

Inclusions:

- 3GB data per pack
- 300 Outgoing SMS's (unlimited incoming SMS's allowed)
- 300 mins of calls (incoming and outgoing in total)

7 days Pack | $35

Inclusions:

- 5GB data per pack
- 30 Outgoing SMS's (unlimited incoming SMS's allowed)
- 30 mins of calls (incoming and outgoing in total)

14 days Pack | $60

Inclusions:

- 10GB data per pack
- 60 Outgoing SMS's (unlimited incoming SMS's allowed)
- 60 mins of calls (incoming and outgoing in total)

Details on available roaming countries can be accessed via out help page.

Annual Pricing Review

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

We are here to help

If you have any questions, just call us on 1300 374 683 so we can serve you better. Or you can visit us at www.drimtel.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.drimtel.com.au/policies and clicking on 'Complaint Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au

Spend Management

A spend management tool is available to all DrimTel customers free of charge via the member portal at: https://www.drimtel.com.au

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of September 2026.