

CRITICAL INFORMATION SUMMARY

Welcome to Untangled Shared Mobile & Data Plans. This comprehensive guide outlines the details of our 4G & 5G SIM-only plans designed for customers bringing their own compatible devices. This critical information summary serves as a comprehensive resource, offering insights into billing cycles, plan activations, data sharing, usage charges, and international roaming bolt-ons.



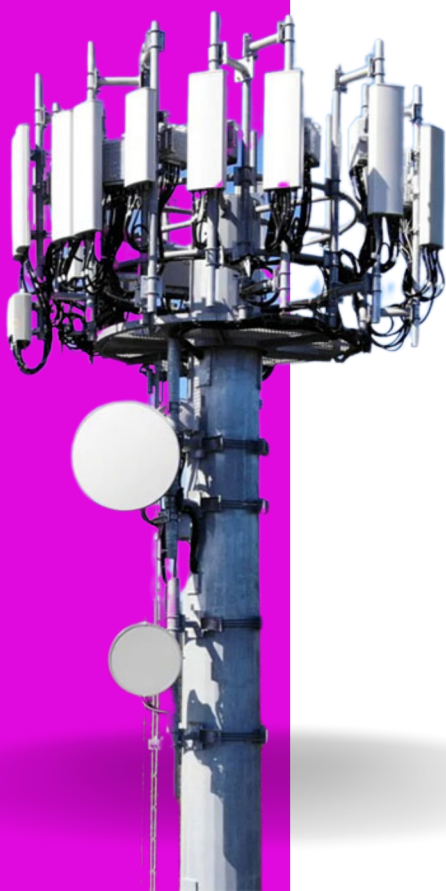
Shared Mobile & Data Plans

BYO Device

Bring your compatible device with this plan.

Key Highlights

1. **Tailored for your Device:** Our SIM-only plans are crafted for customers who bring their own compatible devices, ensuring flexibility and affordability.
2. **Billing Clarity:** Understand your billing cycle, prorated activations, plan changes, and how charges apply to maximise your plan benefits.
3. **Data Sharing:** All services on the same account contribute to the company data pool.
4. **Plan Inclusions:** Dive into the specifics of our diverse plans, including data allowances, speed tiers, and included values across various tiers.
5. **Usage Charges:** Detailed breakdowns of domestic usage charges for standard and non-standard calls, messaging rates, and national data costs.
6. **International Roaming:** Explore our international roaming day pack.





Critical Information Summary

1. Shared Mobile Plans

Shared Mobile Plans	Small	Medium	Large
Monthly Data Allowance	10GB / month	30GB / month	60GB / month
Annual Price Review	Price may increase by CPI annually by July		
Telstra Wholesale Network	4G (Download speeds are capped at 100Mbps)	4G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 250Mbps)
Calls + SMS + MMS in Australia to landlines, Australian mobiles, 12/1300/1800 and voicemail	Unlimited	Unlimited	Unlimited
Calls + SMS + MMS to international numbers (Selected countries)	N/A	Unlimited	Unlimited
Data Sharing	Available	Available	Available
Cost (ex GST)	\$35	\$45	\$65

2. Shared Data Plans

Shared Data Plans	Small	Medium	Large
Monthly Data Allowance	10GB / month	30GB / month	60GB / month
Annual Price Review	Price may increase by CPI annually by July		
Telstra Wholesale Network	4G (Download speeds are capped at 100Mbps)	4G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 250Mbps)
Data Sharing	Available	Available	Available
Cost (ex GST)	\$20	\$30	\$55

These plans are postpaid mobile services which provide your access to our network, a mobile phone number and access to mobile data.

Information about your Untangled Mobile Shared Plans

WHAT YOU GET

Untangled Mobile Shared Plans	
What's included	<p>All for use in Australia. Fair Use Policy applies. Designed for Teams: Ideal for businesses with staff—each employee can join the pool.</p> <p>Speed: Speeds may 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.</p> <p>Included Usage: With our Untangled Mobile 4G and 5G Shared Service, you can enjoy unlimited calls, SMS, and MMS to standard Australian numbers. This covers most 11xx, 12xx, 13xx, and 1800 numbers for use within Australia.</p> <p>Data Allowance: Your plan includes a monthly data allowance that you can utilise in Australia. This data allowance allows you to stay connected, browse the internet, and access online services with ease.</p> <p>International Roaming: All Untangled services are provisioned with International Roaming activated by default. An International Roaming Day Pack is added to use your service in selected overseas destinations. Not all destinations are included in the Day Pack.</p>
Minimum Terms	<p>Casual Month-by-Month Option: With Untangled Mobile 4G and 5G Shared Service, you have the flexibility of a casual month-by-month payment structure. This means you can adapt your plan to your needs without being locked into long-term contracts.</p>

	<p>No Prorate for Plan Disconnection: In the event that you choose to disconnect your mobile plan or port your service away from Untangled, please note that we do not provide prorated refunds for the remaining days in the billing cycle.</p> <p>Porting Your Number: If you decide to port your number away from Untangled Mobile 4G and 5G Shared Service, the total amount owing will include the cost of any usage incurred up until the time of cancellation, in addition to the minimum monthly charge. Please plan accordingly to ensure a seamless transition while managing your billing responsibilities.</p>
Data Usage and Balance Monitoring	Notifications go to the service user, but primary account holders can monitor usage.
Data Sharing	<p>Pool Size: You can have up to 300 users in a data pool. Shared plans do not have data banking feature.</p> <p>Additional Pools: If you have more than 300 users, you can create extra pools to share data among them.</p> <p>No Rollover: Data in the pool resets at the end of each billing cycle, aligning with the pool's anniversary data.</p> <p>Data Alignment: All services in a pool renew data on the same date (usually the 27th of each month)</p> <p>Plan Changes: Changing to a pooling plan forfeits previous data inclusions. Schedule changes for the 27th to avoid losing existing benefits.</p> <p>Flexible Grouping: Mix different plan types (4G/5G/Mobile/Data Only) within a single pool.</p> <p>Account Setup: Standalone plans and Shared Plans cannot coexist within the same account.</p>
Peace of Mind	Excess Data Charge: When the total Shared Data Pool has been used, speeds will be capped at 1.5Mbps for the remainder of the billing period.
Network Coverage Info	<p>Network Provider: Untangled uses the Telstra Wholesale Mobile Network, click here to learn more.</p> <p>4G and 5G Coverage: The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.6m square kilometres of the Australian landmass.</p> <p>The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.</p>
Customer Service and Complaint Resolution	<p>Our Commitment: Untangled is dedicated to delivering exceptional customer service. If you encounter any issues or have complaints, our team is readily available to assist you.</p> <p>Contacting Untangled: To address any concerns, please get in touch with us in the first instance. You can reach us at support@untangled.com.au or by calling 1800 886 996. Our team is eager to work with you to resolve any problems effectively.</p> <p>Telecommunications Industry Ombudsman: In the event that the outcome of your concern is not to your satisfaction, you have the option to contact the Telecommunications Industry Ombudsman. They can be reached at 1800 062 058 and are available to assist with further resolutions.</p>

Other Important Information

FAIR USE POLICY

Use of this service is governed by a fair use policy, which deals with any excessive use.

SUPPORT

Any questions regarding your service, please contact us on 1800 886 996

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