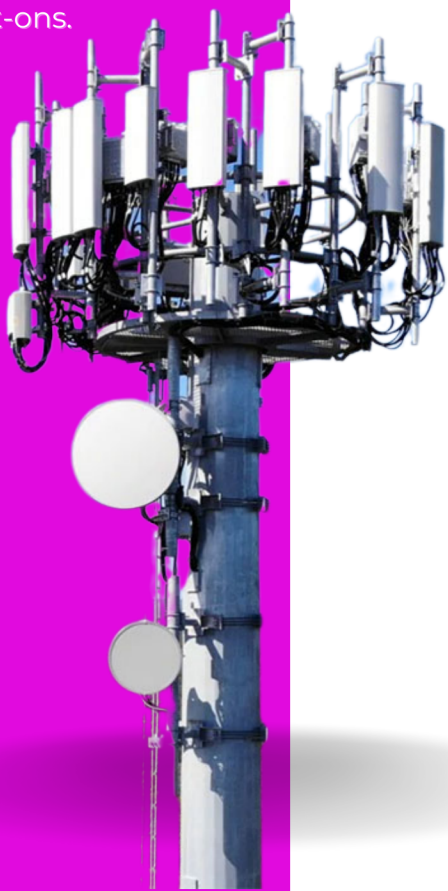


## CRITICAL INFORMATION SUMMARY

Welcome to Untangled Standalone 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 banking, usage charges, and international roaming bolt-ons.



# Standalone 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 Banking Benefits:** Discover how unused data can be banked (up to 500GB)
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. Standalone Mobile Plans

Standalone Mobile Plans	Small	Medium	Large
<b>Monthly Data Allowance</b>	5GB / month	50GB / month	120GB / month
<b>Annual Price Review</b>	Price may increase by CPI annually by July		
<b>Telstra Wholesale Network</b>	4G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 250Mbps)
<b>Calls + SMS + MMS in Australia to landlines, Australian mobiles, 12/1300/1800 and voicemail</b>	Unlimited	Unlimited	Unlimited
<b>Calls + SMS + MMS to international numbers (Selected countries)</b>	N/A	Unlimited	Unlimited
<b>Data Banking</b>	Up to 500GB	Up to 500GB	Up to 500GB
<b>Cost (ex GST)</b>	\$25	\$50	\$65

### 2. Standalone Data Plans

Standalone Data Plans	Small	Medium	Large
<b>Monthly Data Allowance</b>	5GB / month	50GB / month	180GB / month
<b>Annual Price Review</b>	Price may increase by CPI annually by July		
<b>Telstra Wholesale Network</b>	4G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 100Mbps)	5G (Download speeds are capped at 250Mbps)
<b>Data Banking</b>	Up to 500GB	Up to 500GB	Up to 500GB
<b>Cost (ex GST)</b>	\$15	\$35	\$65

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 Standalone Plans

### WHAT YOU GET

Untangled Mobile Standalone Plans	
<b>What's included</b>	<p>All for use in Australia. Fair Use Policy applies.</p> <p><b>Speed:</b> 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><b>Included Usage:</b> With our Untangled Mobile 4G and 5G Standalone 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><b>Data Allowance:</b> 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><b>International Roaming:</b> 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>
<b>Minimum Terms</b>	<p><b>Casual Month-by-Month Option:</b> With Untangled Mobile 4G and 5G Standalone 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><b>No Prorate for Plan Disconnection:</b> 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><b>Porting Your Number:</b> If you decide to port your number away from Untangled Mobile 4G and 5G Standalone 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>
<b>Data Usage and Balance Monitoring</b>	Notifications go to the service user, but primary account holders can monitor usage.
<b>Data Banking</b>	<p><b>Data Bank Size:</b> Unused data can only be banked up to a maximum of 500GB. Standalone plans do not have data sharing feature.</p> <p><b>Plan Changes:</b> If a higher inclusion plan (e.g., 50GB) is downgraded to a smaller plan (e.g., 5GB), then the data banked will be forfeited.</p> <p><b>Service Suspension:</b> If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended.</p> <p><b>Account Setup:</b> Standalone plans and Shared Plans cannot coexist within the same account.</p>
<b>Peace of Mind</b>	<b>Excess Data Charge:</b> When the individual Data Bank has been used, speeds will be capped at 1.5Mbps for the remainder of the billing period.
<b>Network Coverage Info</b>	<p><b>Network Provider:</b> Untangled uses the Telstra Wholesale Mobile Network, click <a href="#">here</a> to learn more.</p> <p><b>4G and 5G Coverage:</b> 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>
<b>Customer Service and Complaint Resolution</b>	<p><b>Our Commitment:</b> 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><b>Contacting Untangled:</b> To address any concerns, please get in touch with us in the first instance. You can reach us at <a href="mailto:support@untangled.com.au">support@untangled.com.au</a> or by calling 1800 886 996. Our team is eager to work with you to resolve any problems effectively.</p> <p><b>Telecommunications Industry Ombudsman:</b> 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.

This is a summary only, for full legal terms please visit: [Terms of Services](#)