

LARGE MBB PLAN

Critical Information Summary

Other Information

If you have any questions, we encourage you to contact your agent:

North Coast Telephone Systems

support@ncts.com.au

1300 420 354

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information, visit:

tio.com.au/about-us/contact-us

Visit **www.ncts.com.au** to find more information about call and data usage.

*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, send SMS and MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of MSS provide North Coast Telephone Systems ACN 107975468 Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans using part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets not capable of 4G will only receive 3G coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.