

CRITICAL INFORMATION SUMMARY | NCTS BUSINESS MOBILE PLANS

Plan Tiers & Total Minimum Costs

- **Service Snapshot:** Post-paid, SIM-only mobile voice, SMS, and data services supplied on a month-to-month contract.
- **Price Range:** Minimum monthly charge ranges from **\$28** to **\$98** depending on the selected plan.
- **Early Termination Fees:** None. You can cancel at any time without penalty fees, remaining liable only for usage incurred up to disconnection.
- **Standard Inclusions:** Unlimited standard national calls, SMS, and MMS (excludes video MMS) to Australian fixed lines and mobile numbers.

| Plan Name | Monthly Charge / Total Min. Cost* | Included Monthly Data | Maximum Speed Cap | Network Access | International Calls & SMS | Included Data Bank Limit |
|---------------------|-----------------------------------|-----------------------|-------------------|----------------|---------------------------|--------------------------|
| Mini Plan V4 | \$28 | 10 GB | Up to 100 Mbps | 4G Only | None Included | Up to 500 GB |
| Small Plan V4 | \$38 | 15 GB | Up to 100 Mbps | 4G Only | None Included | Up to 500 GB |
| Medium Plan V4 | \$43 | 29 GB | Up to 150 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Large Plan V4 | \$48 | 40 GB | Up to 150 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Extra Large Plan V4 | \$58 | 65 GB | Up to 150 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Super Plan V4 | \$68 | 100 GB | Up to 150 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Max Plan V4 | \$78 | 120 GB | Up to 250 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Super Max Plan V4 | \$88 | 150 GB | Up to 250 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |
| Extreme Plan V4 | \$98 | 180 GB | Up to 250 Mbps | 5G Capable | Unlimited** | Up to 1000 GB |

*Total Minimum Cost assumes a standard physical SIM. If selecting an eSIM, a \$5 upfront activation fee applies, increasing the first month's minimum cost by \$5. **Unlimited International Calls & SMS apply to selected countries only. View the current country list at ncts.com.au.

Service & Device Requirements

- **Hardware:** Bring Your Own (BYO) unlocked mobile device. 5G network speeds or eSIM activation require compatible hardware.
- **Network & Coverage:** The mobile product of NCTS 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 ncts.com.au.
- **International Roaming:** Disabled by default. Can be activated upon request. Included plan value (calls/SMS/data) does not apply overseas. When roaming, you will receive an SMS prompt to buy a Roaming Travel Pack. Pack rates and supported regions are listed at ncts.com.au.



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Pricing & Excess Usage

- **Standard Unit Pricing:** Within Australia, the cost for a standard 2-minute national call, standard national SMS, and 1MB of data is \$0.00 (fully covered by your standard monthly plan inclusions).
- **Zero Bill Shock (Default):** Non-included features (Video MMS, premium numbers, non-eligible international destinations) are blocked automatically. Data access stops completely once your plan allowance and accumulated data bank are empty.
- **Excess Spend Limit (Opt-In):** You may explicitly request a dollar spend limit to unlock out-of-plan features. If active, pay-as-you-go (PAYG) rates apply:
 - **Video MMS:** \$0.50 per standard message.
 - **Excess Data:** Charged against your spend cap at **\$0.020625 per MB** inc. GST (\$21.12 per GB) until the cap is reached.
- **Upfront Fees:** \$0 standard setup for physical SIM cards. \$5 activation fee for eSIMs.

Billing & Data Rules

- **Cycle & Metering:** Inclusions are reset and billed monthly from the 28th to the 27th. Data usage within Australia is counted in kilobyte (KB) increments and includes both uploads and downloads.
- **Proration:** New service activations are prorated based on the remaining days left in the cycle. Plan tier upgrades, downgrades, and service cancellations apply immediately in full on the day of request and are **not prorated** (no credits apply for remaining cycle days).
- **Data Banking:** Unused data rolls over automatically up to your plan's cap (500GB or 1000GB). Your accumulated data bank is permanently lost if you downgrade plan tiers, switch to an ineligible plan (such as data pooling), port out, or disconnect. Suspended services retain their bank but stop accumulating new data.

Customer Support & Complaints Handling

- **Usage Tracking:** View real-time data consumption and check past billing via your online account portal at ncts.com.au.
- **Customer Support:** Reach NCTS Support via phone at **1300 420 354** or email at support@ncts.com.au.
- **Accessibility:** Deaf, hard of hearing, or speech-impaired customers can contact us via the National Relay Service (NRS). Translation support is available through the Translating and Interpreting Service (TIS National).
- **Disputes & SFOA:** Our complete Complaints Handling Policy and Standard Form of Agreement (SFOA) can be reviewed at ncts.com.au. Unresolved issues may be escalated to the Telecommunications Industry Ombudsman (TIO) by calling **1800 062 058** or visiting tio.com.au.