

Mobile: 4G plans

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This summary gives you the key information about this offer. It doesn't replace your agreement. Your agreement is our [Customer Terms](#) (flixlink.com.au/customer-terms) together with your order. Please read it before you sign up.

SERVICE SIM-only mobile, unlimited national calls and texts	MINIMUM MONTHLY CHARGE From \$22.68	MAXIMUM MONTHLY CHARGE Can't be calculated: extra data, roaming and international calls cost extra	MAXIMUM EARLY TERMINATION CHARGE \$0	MINIMUM TERM None
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The service

A SIM-only postpaid mobile service. 4G plans use a major Australian 4G mobile network. Coverage depends on location. Bring your own unlocked, compatible phone, and keep your number if you like.

- **Included each month:** unlimited standard national calls and SMS to Australian numbers, MMS, calls to 13 and 1800 numbers, voicemail, call forwarding, and the data allowance below. On Shared plans, data is pooled across the FlixLink mobiles on your account.
- **Not included:** international calls, premium and satellite numbers, and roaming. These are charged separately.
- **You need:** an unlocked phone that works on the network and can call Triple Zero (000). We check this before we connect you. A SIM card costs \$9.24 once off.

Prices

Plan	Data each month	Monthly price	Minimum total cost (1 month + SIM)
4G Low	5GB	\$22.68	\$31.92
4G Medium	30GB	\$30.23	\$39.47
4G High	60GB	\$40.92	\$50.16
4G Low Shared	5GB shared	\$24.00	\$33.24
4G Medium Shared	30GB shared	\$31.55	\$40.79
4G High Shared	60GB shared	\$42.24	\$51.48

Minimum monthly charge is the monthly price. **Maximum monthly charge:** we can't calculate one, because extra data, roaming and calls outside your plan are charged on top. Usage alerts and spend controls help you stay in control (see below). *Unlimited calls and texts are for normal personal or business use, under our Acceptable Use and Fair Use Policy.

Cost before any discounts	Amount
2-minute standard national mobile call	Included
Standard national SMS	Included
Extra data beyond your allowance (charged per whole GB, so using 1 MB over costs \$14.52)	\$14.52 per GB
SIM card (once off)	\$9.24
Zone 1 international roaming day pack, with 1GB of data a day	\$12 a day

Minimum term and leaving

Month to month, with no minimum term and no early termination charge. Cancel any time by phone or email. Your service runs to the end of the month you've paid for, and we don't refund part months. Move your number to your new provider before you cancel, or you may lose it.

Keeping track of your usage

- We send free usage alerts when you've used 50%, 85% and 100% of your data, and tell you what extra data costs before you go over.

Roaming warning

Using your phone overseas can be expensive. When you arrive, you'll get an SMS with roaming charges and how to turn roaming off. Zone 1 day packs cost \$12 a day with 1GB a day; we send free alerts at 50%, 85% and 100% of each day's allowance. For pay-as-you-go roaming, we alert you at every \$100 of charges. You can turn roaming off at any time, even overseas, free by phone or email, and we turn it off within 24 hours. Ask us for rates in other countries before you travel.

- You can ask us to block extra data, or to bar international or premium calls.
- Ask us for your usage details at any time, by phone or email.

Moving your number to FlixLink

We send a one-time code by SMS to the number you're moving, to confirm it's you. Only share that code with FlixLink, and only for this transfer. Keep your old SIM or eSIM active until the transfer is finished.

Billing and payment

Plan charges are billed monthly in advance through Stripe, our secure payment provider, by card (including Apple Pay or Google Pay where shown at checkout). You only pay for days your service is working: if you pay before it starts working, we credit those days. Usage charges are charged after they happen, with your next payment. No surcharges, no late payment fees. You can ask for a one-off payment link each month instead of automatic payments. You'll get a receipt by email for each payment, and you can ask for itemised usage and your billing history free.

Help, complaints and support

Contact us: (02) 9071 2900 · info@flixlink.com.au · flixlink.com.au

Complaints: tell us by phone or email. We'll acknowledge it and give you our proposed resolution within 10 working days (2 if urgent). How we handle complaints: flixlink.com.au/complaints

Financial hardship: if you're finding it hard to pay, we can help. Applying is free: flixlink.com.au/hardship

Domestic, family or sexual violence: we can help keep your services and details safe. No evidence needed: flixlink.com.au/family-violence

Need help to communicate? Contact us through the National Relay Service or an interpreter. See flixlink.com.au/complaints

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. TIO: 1800 062 058 · tio.com.au