

Critical Information Summary

Mobile Plans

This summary does not include any discounts or promotions which may apply

Plan	Small	Medium	Large	X-Large
Minimum Monthly Charges	\$25/month	\$35/month	\$45/month	\$55/month
Monthly Data Allowance	3 GB	10 GB	20 GB	40 GB
Minimum Term	12 Month			
Inclusions Within Australia (standard Australian numbers)	<ul style="list-style-type: none"> Unlimited Calls and Text Unlimited MMS Unlimited Messagebank® 			
Inclusions Within Australia* (International numbers)	-		Included	
International Roaming (outside Australia)	Add on a 24 hour roaming pack to services in selected overseas destinations. For more information, visit https://www.miyzon.com.au/support/mobiles/international-roaming			
What's Not Included	<ul style="list-style-type: none"> SMS and calls to premium numbers (e.g. 19xx numbers) Calls to satellite numbers 			

Important information about the plan

This plan allows you to data share with up to 15 eligible mobile services on your account.

Data Usage

If you exceed over your included data allowance, you will be charged \$10 for every 1 GB block.

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

You received SMS alerts in near real-time when you reach 50%, 85% and 100% of your data including data allowance.

Your first month's charges

When you start your plan, you will be charged for the first month in advance plus any pro-rata charges based on your billing cycle.

When will I pay?

When you start your plan, you will be charged for the first month in advance plus any pro-rata charges based on your billing cycle.

Changing Or Cancelling Your Plan

You are able to change your plan once a month, within the current in-market plan range.

Note: We do not pro-rata refunds on plan downgrades. If you are upgrading to a higher plan, you will need to pay the difference.

Early termination fees will apply should you wish to cancel your plan before



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Complaints

If there is something you are not happy with and you wish to make a complaint, please visit **miyzon.com.au/complaints**. We would like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit **tio.com.au/about-us/contact-us** if you would like an independent investigation.