



Mobile Sim Voice & Data Critical Information Summary

SERVICE INFORMATION

Plan	Minimum Monthly Charge	Data Included	Minimum Term	Plan Speed	Supports 4G, 5G	International Calls
Voice & Data 5GB	\$24.95	5GB	1 Month	Capped at 100Mbps/100Mbps	4G/5G	no
Voice & Data 10GB	\$27.95	10GB	1 Month	Capped at 100Mbps/100Mbps	4G	no
Voice & Data 22GB	\$34.45	22GB	1 Month	Capped at 100Mbps/100Mbps	4G	yes
Voice & Data 32GB	\$44.95	32GB	1 Month	Capped at 100Mbps/100Mbps	4G/5G	yes
Voice & Data 50GB	\$50.95	50GB	1 Month	Capped at 100Mbps/100Mbps	4G/5G	yes
Voice & Data 90GB	\$61.95	90GB	1 Month	Capped at 100Mbps/100Mbps	4G/5G	yes
Voice & Data 120GB	\$77.95	120GB	1 Month	Capped at 250Mbps/250Mbps	4G/5G	yes
Voice & Data 150GB	\$81.95	150GB	1 Month	Capped at 250Mbps/250Mbps	4G	yes
Voice & Data 180GB	\$82.45	180GB	1 Month	Capped at 250Mbps/250Mbps	4G/5G	yes

All plan include

National Voice Calls

Includes calls to AU Landline, AU Mobile, 13, 1300 & 1800 Numbers

National SMS

Included SMS to AU Mobiles

What is included: These plans, are for a mobile broadband service which includes a monthly data allowance for use within Australia.

International Calls: Unlimited IDD calls and SMS to 15 countries (China, Hong Kong, Malaysia, Singapore, UK, Germany, India, NZ, South Korea Vietnam, Greece, Ireland, Indonesia, Thailand and USA). Can only be used on 10GB and above.

Data Bank: All Mobile Broadband plans allow fo unused data can be banked up to a maximum of 500GB.

Is the offer part of a bundle? No.

What Is Not Included: This plan does not include roaming for use overseas. This plan does not include international calls or SMS to destinations other than those included on applicable plans. These plans do not include video calls, calls to satellite services, or international MMS.

Compatible Mobile Device Required: This plan does not include a mobile device. In order to use this service, you will need a mobile device compatible with the Telstra network.

SIM Card Required: To access the service, a SIM card is required which can be ordered from Iperium.

No Early Termination Charges Apply: Because Iperium mobile broadband services are month-to-month there are no early termination charges. The total minimum amount that you will pay is the minimum monthly charge for your chosen plan specified in the plan table.

Additional Charges: Optional additional data bolt-ons and international roaming bolt-ons are available at an additional cost through the Iperium Portal. Pricing and terms are available on the bolt-on order page. An optional excess spend limit can be nominated in the Iperium Portal.

OTHER INFORMATION

Fair Use Terms: Included calls are subject to fair use. Fair use of the MaxoTel Mobile service means that you must not use the service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the Iperium or carrier network.

This service is intended to be used in a way that is consistent with a typical business' calling usage, according to statistical information known to Iperium. If we determine that your use of the service or its features is at any time inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service. Examples of inconsistent usage patterns include, but are not limited to, using the service in an outbound call center, or for telemarketing.

We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

Data Usage and Spend Management: You can keep track of your usage at any time by logging into your portal online at portal.iperium.com.au

Customer Support



Customer Service
Email: sales@iperium.com.au
Phone: 1300 592 330



Technical Support
Email: support@iperium.com.au
Phone: 1300 592 330

Complaints Handling

If you have a dispute with Iperium and wish to make a complaint, please contact the complaint resolutions team, by emailing disputes@iperium.com.au.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Iperium, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

Terms and Conditions

The full terms and conditions for our services are available by contacting Customer Service.

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