

# CovaU Mobile Single SIM Plan

## Critical Information Summary



### Information About the Service

This service is provided by CovaU Mobile which is a post-paid mobile service carrier. It gives you access to our network, a mobile phone number, and let you make and receive calls, send and receive messages, access mobile data and other mobile services. All inclusions are of use in Australia only. Our service is a BYO (bring your own) service. you require a mobile phone to use this service. CovaU Mobile is powered by the Vodafone Australia 4G network.

#### Plan Inclusions:

Plan fee	\$30
Plan expiry (one bill cycle)	28 days
Call (to national standard numbers)	Unlimited
SMS (to national standard numbers)	Unlimited
Data Allowance	10GB
Minimum Term	12 Months (total min cost \$390 = \$30 x 13 bill cycles)

### Information About Pricing

#### Minimum Charge of 12 months

Single SIM plan is a post-paid service. A minimum charge of 12 months is \$390.

#### Early Termination Charge

Single SIM plan is a 12-month contract plan. If you cancel your plan before the end of your 12-month term, you will need to pay us an early termination fee which is \$30 x number of remaining bill cycles.

#### Excess Data

If you use more than your Plan's included data, we'll automatically give you another 1GB for \$10. Extra Data expires at the end of your billing month. Or you can choose to be charged the Pay-As-You-Go of \$0.05 per MB. Data sessions round up to the nearest KB.

#### Details Of Charges:

Usage Types	Rates
Standard national voice calls	Unlimited
Standard national SMS	Unlimited
Standard national calls to 1300 and 1800 numbers	Unlimited
International calls	Refer to CovaU Mobile website
International SMS	\$ 0.10 per event

## Information About Pricing

Usage Types	Rates
Standard national and international PXT	\$ 0.75 per event
Video PXT	\$ 0.90 per event
National video calls	\$ 1.00 per min + \$ 0.30 flagfall
Voicemail retrieval	Unlimited
SMS delivery report	Unlimited
Directory assistance	\$ 3.50 per call

Price include GST.

CovaU Mobile's Fair Use Policy applies. Please visit [www.covaumobile.com.au/support](http://www.covaumobile.com.au/support)

## Other Information

### Tracking Your Usage

To check and manage your data usage, login to 'My Account' at <https://secure.covaumobile.com.au/>  
You will also receive usage alert through SMS and/or email (to verified email address only) when you reach 50, 85 or 100% of your plan inclusion for either calls or data (if applicable).

### Billing and Payment

Your invoice is issued when one bill cycle ends. You'll be billed in advance for the plan fee and any usage excluded from your plan during the previous bill cycle. This is a direct debit only plan requiring a valid debit card or credit card to be used when you sign up. Payments made via credit or debit cards incur a 0.30% payment processing fee. The fee will appear on the next invoice after the bill is paid. A late payment fee of \$10.00 may be charged if the payment is not settled before the next bill cycle.

### Using Your Service Overseas

Your CovaU Mobile service will not operate if it is outside Australia.

### Customer Service Contact Details

You can contact CovaU Mobile Customer Service by calling 1300 126 866 (from 8am to 8pm, AEST)  
or by sending an email to [support@covaumobile.com.au](mailto:support@covaumobile.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing format. The methods of lodging your complaint are listed at <https://www.covaumobile.com.au/complaints>

If you are not satisfied with the resolution or the investigation of your case, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible.

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)