

Consumer Mobile Buck Plans Critical Information Summary

Information About the Service

Service Description

The ello Mobile Buck Plan is a post-paid mobile phone service. It allows you to make and receive calls, send SMS and MMS messages and connect to mobile phone data. It allows you to access to our network from a mobile phone in order to make calls in Australia and overseas.

Minimum Term

This plan is a month-to-month plan.

Information About Pricing

Inclusions

Plan	Monthly Charge	Included Standard Calls	Included Standard Text	Included Data	Total Minimum Cost**
29 Buck Plan	\$29	300 mins	3000 Msgs	500MB	\$49
39 Buck Plan	\$39	600 mins	3000 Msgs	1000MB	\$59
69 Buck Plan	\$69	3000 mins	3000 Msgs	2000MB	\$89

**Total Minimum Cost includes \$20 SIM Charge (including delivery), plus one month of ello Mobile Buck Plan rental.

Extra Usage

If you use more than monthly inclusion of calls, texts or data- and/or you use other services that are not part of the monthly inclusion-then you will incur charges above the minimum monthly charge.

Extra Charge Type	Charge
Standard National Mobile Call (Per Min)	90c
Flagfall (Per Call)	45c
Call forwarding (Per Min)	8c
Voicemail Retrieval (Per Min)	32c
Voicemail Deposits (Per Min)	5c
Standard National SMS (Per Msg)	25c

International calls

Rates vary depending on the country, they can be found on our website www.ello.com.au.

Unit Pricing information

Mobile Charges	Charge
Cost of making a 2 minutes standard national mobile call (inc Flagfall)	\$2.25
Cost of sending a standard national SMS	25c
Excess data	5c/Mb

Setup Fee

An ello Mobile SIM is required in order to use the service. A \$20 charge applies for an ello Mobile SIM; this includes delivery anywhere in Australia.

Early Termination Fee

There is no early termination fee applied on this ello Mobile Buck plan. Your only commitment is the one month charge that is inherent in paying one month's rental in Advance on the service.

Plan Changes

You can change your ello Mobile Buck plan to another current Buck plan with a \$20 Plan Change Charge.

All Charges include GST.

Other Information

Usage Information

For information about your current usage levels please contact Customer Service by calling 1300-ello-ello (1300-355-635).

Email Billing

ello is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service.

Payment Method

Payment by Direct Debit from a bank account is free of surcharge. Charges may apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

Dispute Resolution Process

Contact Us

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 – ello ello (1300-355-635) from 9am - 5pm AEST, Monday to Friday.

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined on our website www.ello.com.au.

Telecommunications Industry Ombudsman

If you are still not satisfied with the outcome of your complaint after following the above process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation, the TIO can be contacted by calling 1800 062 058 or visiting the TIO's website at www.tio.com.au.