Critical Information Summary

Airtel AU Mobile 5G & 4G Plans

Information About Pricing

This summary reflects base plan pricing and does not include any discounts or promotions that may apply. Prices are subject to change.

5G Mobile Plans	Flexi 5G	Ulitmate 5G	Legend 5G	Legend+ 5G	Ultimate+ 5G	Super Flex 5G
Minimum/Maximum Monthly Charge[1]	$45.00	$55.00	65.00	$70.00	$80.00	$85.00
Monthly Data Allowance	40GB	65GB	100GB	120GB	150GB	180GB
Download Speed	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps
Upload Speed	150 Mbps	150 Mbps	150 Mbps	1500 Mbps	150 Mbps	150 Mbps

4G Mobile Plans	Nano 4G	Micro 4G	Micro+ 4G	Family Pool A	Family Pool B	Family Pool C
Minimum/Maximum Monthly Charge[1]	$30.00	$35.00	$29.00	$35.00	$50.00	$65.00
Monthly Data Allowance	10GB	15GB	40GB	10GB	30GB	45GB
Download Speed	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps
Upload Speed	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps

Family Pool D	Int Roaming	Int Roaming	TBA
$75.00	$60.00	$85.00	$0
60GB	5GB-7 Days	10GB-14 Days	0
150 Mbps	150 Mbps	150 Mbps	0
150 Mbps	150 Mbps	150 Mbps	0 Mbps

5G Broadband Plans	Broadband 40	Broadband 50	Broadband 100	Broadband 120	Broadband 150	Broadband 180
Minimum/Maximum Monthly Charge[1]	$40.00	$65.00	$70.00	$75.00	$80.00	$85.00
Monthly Data Allowance	40GB	50GB	100GB	120GB	150GB	180GB
Download Speed	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps	150 Mbps
Upload Speed	150 Mbps	150 Mbps	150 Mbps	1500 Mbps	150 Mbps	150 Mbps

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Inclusions & Exclusions

Service Description

All Mobile plans come with unlimited Text and Talk with its individual Data allowance specified in the individual plans provided by Airtel AU on the Telstra Wholesale Network
All Roaming Plans are subject from 7 to 14 days pending on selected Plan.Telstra Wholesale Network
All Broadband Plans do not includ talk or text.

Availability

All Mobile plans are available at selected coverage areas and are subject to infrastructure availability at your premises. To check for availability, coverage please check on the site **airtel.au**.

Minimum Term

Airtel Mobile plans are plans are supplied on a minimum 12 month contract term (service automatically rolls over unless canceled before the roll over date). See the Minimum Total Cost applicable to each plan in the Information About Pricing section.

Pro rata credits are applied upon request following the first month. No pro rata credits will be provided for the first month. Any post paid costs will also be applied.

Service Speed & Guarantee

Actual throughput speeds may be slower than the listed plan speed and could vary due to many factors including the type or source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Airtel AU.

Other Information

Usage Information

You can monitor your internet usage by logging into your Members Portal account online at **members.airtel.au**.

Customer Service Contact Details

If you have any queries about your service or account, please contact Airtel Australian-based customer service team via https://airtel.au/contact-us/

Dispute Resolution Process

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 at

https://airtel.au/Compliant Handling Process

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 **tio.com.au/complaints**.

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at **commsalliance.com.au/BEP**.

Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. Your invoice is due 14 days after issue and can be paid via the payment methods on the invoice. Direct debit can be set up through the Members Portal at **members.airtel.au**.

Change of Plan Fee: There is no fee to change your plan speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Plan speed changes are ongoing and apply to your service for all future months unless another change of plan is submitted.

Late Payment Fee: A $15 fee will be applied when an invoice is not paid by the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

Direct Debit Dishonor Fee: A $5 fee will be applied if a direct debit payment is rejected by your financial institution.

NBNco charges: See Once Off Fees table for NBNco charges that may apply.

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keeping you connected

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