



## Critical Information Summary

Here is some important information about your mobile plan. This document does not reflect any promotional offers which may apply from time to time.

MONTHLY PLAN	\$10	\$25	\$35	\$50
DATA INCLUDED	1GB	5GB	35GB	55GB
NATIONAL CALLS/TEXT	Unlimited			
INTERNATIONAL CALLS	Unavailable	Unlimited to Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA.		Unlimited to Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA.
DATA TOP UP	\$10/1GB			
EXPIRY	28 days			
EARLY TERMINATION FEE	There are no early termination fees			
MONTHLY BENEFIT TO NOMINATED CLUB	\$0.75	\$4.50	\$4.50	\$4.50
MONTHLY BENEFIT TO NOMINATED LEAGUE	\$0.25	\$0.50	\$0.50	\$0.50

## Information about your LOCO Mobile service

Where can I use my LOCO Mobile service?	<p>You'll be able to access our national 4G and 3G coverage provided you have a compatible device. For network coverage, log onto <a href="http://www.locomobile.com.au/mobile-coverage">www.locomobile.com.au/mobile-coverage</a></p> <p>Mobile coverage depends on factors such as your device, location and surrounding landscape (i.e. in a building or in a crowded area)</p>
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Mobile Devices	You will need a compatible device to use your LOCO Mobile service. The device you use will need to work on the 3G 850MHz band and/or both 4G 1800MHz and 4G 700MHz bands.
Bringing your service to LOCO Mobile	You can use your existing number. If you're bringing your number with you to LOCO Mobile, you'll need to know the date of birth you used to sign up to your current plan if you are on pre-paid, or your account number if you are a post-paid customer.
Can I change my plan?	You can change your plan (up or down) once a month and the change will take effect on the next billing date.
Can I use my LOCO Mobile service overseas?	Your LOCO Mobile service can only be used in Australia.
How do I know how much data I have remaining?	We will send you SMS notifications at 50%, 85% and 100% so you'll know when you're getting close to your limit. You can also top-up your data by logging into your account.
What happens if I use up all my data?	You won't be able to use the internet or any apps that require data. You can purchase additional data at any time by logging into your account.
Do I have to pay to cancel my LOCO Mobile account?	There is no Early Termination Fee, therefore you can cancel at any time. No pro-data credits or refunds are offered for cancelled accounts.
Update your personal details and manage your account.	We can help you update your personal details, you can do this by raising a service request from our website <a href="https://www.locomobile.com.au/service-request">https://www.locomobile.com.au/service-request</a> or by sending us an email to <a href="mailto:support@locomobile.com.au">support@locomobile.com.au</a> . You may be asked to provide proof that you are the account holder.
Billing information	We encourage you to set up 'auto-recharge' when you connect your service, this way you won't need to constantly log in and make your monthly payment. We accept Visa and Mastercard for payments
How do I know that the club I nominated gets my contribution?	Our website will be able to provide you with all the information you need. If there's something you want clarified you can email us at <a href="mailto:info@locomobile.com.au">info@locomobile.com.au</a>
I need some help	You can send us an email to <a href="mailto:support@locomobile.com.au">support@locomobile.com.au</a> and a team member will get back to you. We will respond to you within the hours of 8:00am and 8:00pm, 7 days a week.
I'd like to make a complaint	<p>You can send us an email at <a href="mailto:support@locomobile.com.au">support@locomobile.com.au</a> or raise a service request via our website <a href="http://www.locomobile.com.au/complaint">www.locomobile.com.au/complaint</a>.</p> <p>You can also reach us via any of our social channels and one of our customer representatives will be in touch.</p> <p>If we're unable to resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit their website at <a href="http://tio.com.au/about-us/contact-us">tio.com.au/about-us/contact-us</a></p> <p>Our full legal terms are available at <a href="https://www.locomobile.com.au/legal-terms">https://www.locomobile.com.au/legal-terms</a>.</p>