

felix 25GB mobile plan – month-to-month

This Critical Information Summary contains some important information for your subscription plan. It's a good idea to read it. Special promotional offers relating to your subscription plan (if any) are not shown in this Critical Information Summary.

Plan Inclusions	felix 25GB mobile plan is a month-to-month mobile subscription plan
Monthly charge	\$25
Included data	25GB
Speed experience once included data and data bank allocation is exhausted	You can continue to access data at speeds of up to 1.5Mbps. At 1.5Mbps, you can check your socials, browse the web, and stream music but is not suitable HD video. The actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, and if you are roaming. No automatic excess data charges within Australia, see below for options to add more data.
Standard national calls & texts	Unlimited
Calls to 13, 1300 and 1800 numbers, and to voicemail	Unlimited
Expiry	One calendar month
Minimum term	One calendar month
Excess data	\$10/10GB for purchase in the felix app
Data Bank	Unlimited, see below for more information
International Roaming	Your service is for use in Australia only. You won't be able to use it overseas. We do offer International Roaming inclusions for \$20 which you can purchase in the felix mobile app. Visit felixmobile.com.au/plan/international-roaming for more details
Early exit fees	This product is month-to-month, there are no early exit fees

Information about the service

What's not included?

Some additional services are not included on all felix mobile subscription plans:

- International calls and SMS/MMS (unless you add Unlimited International Calls and Text to selected countries for \$5/month)
- International voice, text and data roaming (unless you add International Roaming to selected countries for \$20 with a 365-day expiry)
- Premium SMS and calls to 19 numbers
- Social Media SMS alert services
- Any Network Service number beginning with the prefix 12
- Third-party content like ringtones, wall-paper applications or any non-felix service

Devices

To use this service, you'll need to bring your own compatible and [approved mobile device](#).

How do I sign up for a felix mobile subscription?

The best way to sign up for a felix mobile subscription is through the felix mobile app. You can download our app here felixmobile.com.au/app

How do I pay?

You'll need to pay any charges in advance in the felix mobile app via recurring payment with a Mastercard or Visa credit/debit card or a PayPal account.

When will I be billed?

You'll pay \$25 for the felix 25GB mobile plan when signing up in the felix mobile app. Your first calendar month doesn't start until you activate your SIM, so you don't lose any time. All felix mobile subscription plans automatically renew each calendar month until you pause or cancel in the felix mobile app.

How does the data bank work?

When your felix mobile subscription renews, any unused data from your previous month will be rolled into your data bank for use at another time. There's no limit on how much data can be stored and no expiry period. You'll use the stored data from your data bank when you run out of your usual plan data. Your data bank will expire if your plan is cancelled or if your phone number is ported to another service provider. Your data bank cannot be redeemed for cash.

I've run out of data, what are my options?

If you run out of data during your subscription month you will have 2 options:

Add a data pack: You may manually add a data pack at \$10 for 10GB when required in the felix mobile app. Each 10GB data pack will go into your data bank to be used after your included or bonus data from the current subscription cycle. The cost of 1MB for additional data under the 10GB data pack is \$0.098.

Upgrade: You can upgrade to the next felix mobile subscription plan tier at any time in the felix mobile app. We'll move you over immediately and only charge you the difference between your current and new subscription plan cost.

How do I know how much data, calls, and text I've used?

You can keep track of your data, calls and text usage by signing in to your felix account through the felix mobile app.

Where can I use my service?

Provided you've got a 4G compatible device, you'll receive access to our national 4G coverage – see maps at felixmobile.com.au/network. Mobile coverage depends on several factors such as your device, location, network congestion, surrounding landscape as well as the building you may be using your device from.

How do I cancel my felix service?

You can cancel your service in the felix mobile app. If you cancel your service, we won't refund any charges that you've already paid to us, and your service will stop working at the end of your current monthly subscription billing cycle.

What should I do if I need help?

If you've got questions, visit help.felixmobile.com.au. Otherwise, start a live chat with us by logging into your account on the felix mobile app or through our website at felixmobile.com.au.

What should I do if I have a complaint?

Visit help.felixmobile.com.au to find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.

This is a summary only. To view the full T&C, head to felixmobile.com.au/terms-policies.