

Unlimited International Calls and Text – 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.

Add-on inclusions	Unlimited International Calls and Text is a month-to-month international calls and text add-on
Monthly charge	\$5
Standard international calls & text to selected countries (excludes premium, video, special and overseas free phone numbers)	Unlimited
Expiry	One calendar month
Minimum term	One calendar month
Selected countries	See www.felixmobile.com.au/plan/international-calls-text for a list of the current countries. Countries are subject to change.
Early exit fees	This product is month-to-month, there are no early exit fees

Information about the service

Devices

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

Bundling

In order to purchase Unlimited International Calls and Text you must have an eligible felix mobile subscription plan. You can sign up for a felix mobile subscription plan through the felix mobile app. You can download the felix mobile app here felixmobile.com.au/app.

How do I add or remove Unlimited International Calls and Text?

You can add or remove Unlimited International Calls and Text in the felix mobile app. When you add Unlimited International Calls and Text, you will see 2 options:

Buy now: If you choose this option, you'll pay \$5 now and you'll be able to use Unlimited International Calls and Text almost straight away. Depending on when your felix subscription plan renews, the Unlimited International Calls and Text will also renew to sync their renewal dates, so in some cases, if you Buy now, your first renewal will happen before one calendar month. We've called this out clearly in the felix mobile app when you purchase or schedule this product.

Schedule for later: If you schedule to add Unlimited International Calls and Text later, you'll be charged on your next felix subscription plan renewal date and can start using Unlimited International Calls and Text then. We'll notify you when you can start using the product if you've chosen this option.

If you remove this product, we'll remove it at the start of the next monthly renewal, so you don't lose any value you've already paid for. This product renews automatically when your felix mobile subscription plan renews until you choose to remove it in the felix mobile 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?

Following your initial payment when adding Unlimited International Calls and Text (if you've chosen to Buy now), you'll be billed the additional \$5 each time your felix mobile subscription plan renews.

How do I know how much International Calls and Text I've used?

You can keep track of your Unlimited International 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.

Can I use my service overseas?

No, your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas. We do offer International Roaming inclusions for \$20 which you can purchase in the felix mobile app to keep you connected in selected countries when traveling overseas. Visit felixmobile.com.au/plan/international-roaming for more details.

What should I do if I need help?

If you've got questions, visit help.felixmobile.com.au. Otherwise, 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&Cs, head to felixmobile.com.au/terms-policies.