

felix Unlimited mobile data 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 Unlimited mobile data plan is a month-to-month mobile subscription plan
Monthly charge	\$40
Included data	Unlimited data at speeds of up to 40Mbps. At 40Mbps, you can stream HD/4K video and music, scroll and share to your socials, and use cloud storage. Very large files may be slow to load. For more information check out our speed guide at felixmobile.com.au/plan/data-speed . These speeds are maximum potential speeds that you may experience. 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.
Standard national calls and texts	Unlimited
Calls to 13, 1300 and 1800 numbers, and to voicemail	Unlimited
Expiry	One calendar month
Minimum term	One calendar month
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 the felix mobile app on 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, Apple Pay or Google Pay or a PayPal account.

When will I be billed?

You'll pay \$40 for this 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 subscription plans automatically renew each calendar month until you pause or cancel in the felix mobile app.

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 5G/4G compatible device, you'll receive access to our national 5G/4G coverage in selected areas – 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.