

## 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 mobile plan is a month-to-month mobile subscription plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Monthly charge                                       | \$50                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Included data                                        | Unlimited data at speeds of up to 80Mbps.<br>With 80Mbps, you can download larger files, apps, movies and other content faster than on our Unlimited mobile data plan with speeds up to 40Mbps. Our Unlimited+ data plan requires a 5G compatible device in our 5G coverage area. For more information check out our speed guide at <a href="http://felixmobile.com.au/plan/data-speed">http://felixmobile.com.au/plan/data-speed</a> . 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 <a href="http://felixmobile.com.au/plan/international-roaming">felixmobile.com.au/plan/international-roaming</a> 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 5G 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](https://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 \$50 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 compatible device, you'll receive access to our national 5G coverage in selected areas – see maps at [felixmobile.com.au/network](https://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](https://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](https://felixmobile.com.au).

**What should I do if I have a complaint?**

Visit [help.felixmobile.com.au](https://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](https://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](https://felixmobile.com.au/terms-policies).