

## felix subscription – 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.

What is the service?	felix subscription is a month to month mobile subscription plan
Monthly Charge	\$35
Included data	Unlimited data at speeds of up to 20Mbps
Standard national calls & texts	Unlimited
Expiry	1 calendar month
Minimum term	1 calendar month
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 with the felix Subscription Plan:

- 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 mobile device

#### How do I sign up for a felix subscription?

The only way to sign up for a felix Subscription is through the felix Mobile App. You can download the felix Mobile App on our website at [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 Visa or MasterCard credit or debit cards.

#### When will I be billed?

You'll pay \$35 for the felix Subscription 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. The felix Subscription automatically renews each calendar month until you pause or cancel in the felix Mobile App.

### **What does Unlimited data at speeds of up to 20Mbps mean for me?**

At 20Mbps you can stream HD video and music, scroll and share to your socials, and use cloud storage. Very large files may be slow to load. For more information on what you can and can't do at speeds of 20Mbps check out [felixmobile.com.au/plan/data-speed](https://felixmobile.com.au/plan/data-speed). Your data is restricted to speeds of up to 20Mbps. 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.

### **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 or 3G coverage – see maps at [felixmobile.com.au/network](https://felixmobile.com.au/network). Mobile coverage depends on a number of 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 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](https://felixmobile.com.au/plan/international-roaming) for more details.

### **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.

### **Fair use policy**

You must use your service in a fair, legal way that follows our acceptable use policy. For the full policy see [felixmobile.com.au/terms-policies/standard-form-of-agreement](https://felixmobile.com.au/terms-policies/standard-form-of-agreement)

### **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).