

## 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.

What is the service?	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	1 calendar month
Minimum term	1 calendar month
Selected countries	See <a href="http://www.felixmobile.com.au/plan/international-calls-text">www.felixmobile.com.au/plan/international-calls-text</a> 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 mobile device.

#### Bundling

In order to purchase Unlimited International Calls and Text you must have an eligible \$35/month felix Subscription. You can sign up for a felix Subscription through the felix Mobile App. You can download the felix Mobile App on our website at [felixmobile.com.au/app](http://felixmobile.com.au/app).

#### 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.

#### 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 Subscription Renews.

#### How do I pay?

You'll need to pay any Charges in advance via recurring payment with Visa or MasterCard credit or debit cards.

#### 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](http://felixmobile.com.au/network). Mobile coverage depends on a number of factors such as your device,

#### Public

10 Feb 2021

Issued by TPG Telecom Limited (ABN 76096304620) trading as Felix Mobile

location, network congestion, surrounding landscape as well as the building you may be using your device from.

### **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 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 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 Subscription renews until you choose to remove it in the felix Mobile App.

### **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](https://felixmobile.com.au/plan/international-roaming) for more details.

### **Fair Use Policy**

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

### **What should I do if I need help?**

If you've got questions, visit [help.felixmobile.com.au](https://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](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 terms & conditions, head to [felixmobile.com.au/terms-policies](https://felixmobile.com.au/terms-policies).