

Mobile Voice

Critical Information Summary

GenNext

GenNext Enterprises Pty Ltd | ABN 55 607 188 616

1. Information about the service

Your Mobile plan (Plan) is a post-paid mobile phone service. It gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data. You can't share the mobile data between other plans on the same account.

Minimum Term

12 months.

Monthly Calls (domestic)

Unlimited. Your Monthly Calls can be used in Australia for calls and SMS to standard Australian numbers, as well as most 13xx and 1800 numbers.

Monthly Data (domestic)

All data is not shareable and expires at the end of the month. Data is for personal use in a smartphone and use in Australia.

Extra Data

If you use more than your Monthly Data allowance, we will automatically add extra data to your service in blocks of 1GB for \$11 (Extra Data).

What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international number, premium numbers, satellite numbers, 1234, 124 55, 12 456 and 124 YES numbers.

2. Information about billing and pricing

Early Termination Fee

If you cancel your Plan early, you'll need to pay an Early Termination Fee. The ETF is based on the date when you cancel your service, as follows:

- Within first 0-6 months of contract: ETF is calculated as 5 months worth of access charges
- Within first 7-12 months of contract: ETF is calculated as 2 months worth of access charges
- After first 12 months of contract: No ETF is payable

Monthly Fees

Monthly Charge	Monthly Included Data
\$25	5GB
\$35	15GB
\$45	30GB
\$55	50GB
\$65	80GB

International Call Charges

International Calls are charged at Optus' standard International Call Rates, which can be found at <https://optus.com.au/shop/mobile/international-call-rates>. Please note that we disable international calls and roaming by default on all new services.

Other information

You will be sent SMS alerts when you reach 50%, 85% and 100% of your Monthly Data Allowance. We will also send you an alert if Extra Data is added to your service.

Please note that data usage information can be up to 48 hours out of date, so please consider using the data warning and limit features available in your phone.

Mobile Coverage

These plans use the Optus 4G+ network. To check your coverage, please visit <https://optus.com.au/coverage>

Customer Service Details

Call	(02) 6568 3443
Email	hello@gennext.net.au
Write	11 Cooper St Macksville NSW 2447

Complaint Resolution

At GenNext, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within GenNext and are still not satisfied with the outcome, you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.