

Travel Pack	Suited for	What's included	Valid for	Price inc GST	
5GB Travel Pack	Perfect for short trips.	 30 mins of calls 30 SMS	7 days	\$42.90	
10GB Travel Pack	Ideal for longer stays	60 mins of calls60 SMS	14 days	\$64.90	
3GB Travel BizPack	Designed for business travellers	 300 mins of calls 300 SMS	3 days	\$75.90	
All travel packs come with Wi-Fi Calling & SMS					

Users can easily access these packs via SMS opt-in						
Users will receive a welcome message	Travel Pack Bolt-On	SMS Keywork (Pack Code)				
while roaming in eligible destinations.	5GB Travel Pack	ROAM5				
They need to send a "Pack code" via	10GB Travel Pack	ROAM10				
SMS to 179. (SMS sent to 179 is toll free.)	3GB BizTravel Pack	ROAM3				

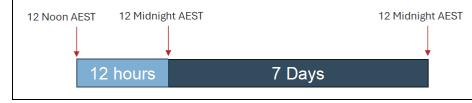
How Travel Pack Allowances Work					
If you have multiple travel packs active at the same time, the pack with the earliest expiry date will be used first.					
Eg. Let's say you run out of data on day 2 of your billing cycle and add a new data pack. Here's how your allowances will be used:					
Calls and SMS:	You'll continue using the allowances from your first pack until it expires. After that, any remaining allowances				
	from your new pack will be used.				
Data	Your data usage will be deducted from the new data pack immediately.				
Exception: If you add the same travel pack, your allowances will reset. Note: This immediate usage applies to calls and SMS usage as well if the first pack expires.					
Consumption Priority					
If a user has mult	iple travel packs active at the same time, the travel	Pack Name	Usage Priority		
pack with the ear	liest expiry will be used with the highest priority. If	3GB Travel BizPack	1 (Highest Priority)		
multiple travel packs are active with the same expiry date, then the usage priority will be follows.		5GB Travel Pack	2		
		10GB Travel Pack	3		

Travel Pack utilisation rules

1. Travel Packs will expire at 23:59:59PM on the day of expiry. Travel pack will always use Sydney local time (AEST or AEDT), regardless of the country the end-user is roaming in.

2. Roaming packs have various validity periods, but all start and end at midnight AEST. If a pack is activated after midnight, it remains valid until midnight AEST on the expiry date

3. The roaming period from activation until midnight AEST on the activation date does not count towards the pack's expiration. Activation Example: User activates a 5GB roaming pack at 12 noon upon arrival





Included Roaming Destinations – (68 Countries)											
Austria	Belgium	Brazil	Bulgaria	Canada Cam		Cambodia Chi		Chile	e	China	Colombia
Croatia	Czech Republic	Denmark	Egypt (Arab Republic)		Estonia Fiji			Finland	France		
Germany	Greece	Guernsey (UK)	Hong Kong	Hungary		India		Indonesia		Ireland	Isle of Man (UK)
Israel	Italy	Japan	Kenya	Latvia		Lithuania Luxembourg		Macedonia (Yugoslav Rep)			
Macau	Malaysia	Mexico	Netherlands	New Zealand		Nigeria		Norway		Papua New Guinea	
Philippines	Poland	Portugal	Qatar	Republic of Korea		Romania		Russia	Samoa		
Saudi Arabia	Singapore	Slovak Republic		Slovenia		South Africa		Spain	Sri Lanka		
Sweden	Switzerland	Taiwan	Thailand	Tonga	Turkey	UAE	UK		USA	Vanuatu	Vietnam

What's included	What's excluded
All our travel packs come with Wi-Fi Calling & SMS. Stay	You will require a compatible mobile device in order to use a
connected even without a mobile signal – call and text back	CCTS Mobile SIM service. This plan does not include a mobile
home using Wi-Fi.	device.
Usage includes making or receiving a call and sending an SMS	MMS (Event Fees), video calls or calls to non-standard
to a standard international number in eligible destinations.	numbers (satellite numbers, premium numbers and operator
Usage also includes using mobile data in eligible destinations.	assisted calls)
Low Balance Reminders: You'll get a reminder when your pack	Usage in Australia, on airplanes or cruise ships.
reaches 10MB data, 5 minutes, or 5 SMS remaining.	

Billing & Other information					
Invoices are issued on the same day each month and are billed	You must comply with our Fair Usage Policy and not use your				
in advance for the minimum monthly charge and in arrears for	service in an unacceptable, unreasonable or fraudulent manner,				
calls excluded from the minimum monthly recurring charge.	or in a way that detrimentally interferes with the integrity of, or				
The pricing is for a full billing cycle but your first bill may include	causes significant congestion to, the network. We may take				
pro rata charges for part of the month if you started or changed	action if you breach the Fair Usage Policy, including suspending				
your plan part way through a billing period.	or cancelling your service				
Fees and charges may apply for bill delivery and payment of	Full Terms - This information is a summary only. Please visit our				
your invoice, depending on the method. Emailed invoices and	website for our Standard Terms and Conditions, Fair Use and				
direct debit payments are fee free.	Privacy policies and other information which set out terms and				
	conditions on which we provide our products and services to you				

All prices listed are inclusive of GST

NEED HELP? We're here for you Contact Ph: 1800 244 244 Email: service@ccts.com.au

Visit <u>www.ccts.com.au</u> or to speak to someone about your plan or obtain a copy of this Critical Information Summary in an alternative/accessible format call or email the above contacts.

We take customer satisfaction very seriously. If there's something you're not happy with and wish to make a complaint or if you have any concerns related to our handling of your personal information, please reach out to us on the above contacts. We like to make every attempt to resolve any issue promptly and fairly, but you can contact the Telecommunications Industry Ombudsman, by calling 1800 062 058 or by logging your complaint at <u>www.tio.com.au</u>.

*Information is current as of November 2024 and is subject to change without notice. All prices quoted include GST. Included value amounts are valid for one month (billing period). Fair Usage policy applies to International Roaming. Calls are charged in 60 second increments, plus Flagfall charge. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. Central Coast Telephone Systems Pty Ltd ACN 003 792 881 reserves the right to vary the terms of these plans at any time.