

PremiumMobile

Critical Information Summary

Description about service

PremiumMobile offers Prepaid service that can be recharged for 28 Days, 180 Days or 365 Days. Each service can be set to recharge automatically at the time of expiry. Auto recharge is switched on by default and can be managed by customers under customer panel.

Bundling:

This service is not conditional on any bundling arrangements.

Mandatory components:

You will require a mobile phone watch to use this service. Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with a mobile phone watch.

Important conditions:

The call/SMS value cannot be used to call or text international destinations and for mobile premium services. You can also not use your included value or data allowance overseas.

Usage information:

You can monitor your usage at [SIM Activation Portal \(premiummobile.com.au\)](http://premiummobile.com.au).

International Roaming:

We do not provide International Roaming

Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us via email to support@premiummobile.com.au. if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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