

CIRCLES.LIFE CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.

	PREPAID 50GB PLAN	RECHARGE OPTION
Description	Mobile pre-paid service plan with inclusions and exclusions described in this Critical Information Summary (CIS)	This recharge option is available online from 18 January 2023.
Upfront Charge	\$22	\$22
Included Data	Base Data: 50GB	Data Add-On: 50GB
Included Standard National Minutes (standard national calls, 13, 1300, 1800 calls and voicemail)	UNLIMITED	UNLIMITED
Standard National SMS (per SMS of up to 160 standard characters)	UNLIMITED	UNLIMITED
Standard National MMS (per message)	Not applicable	Not applicable
VoLTE and VoWifi	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities
Voicemail	Not applicable	Not applicable
Additional Data Options	Available if you recharge	Available if you recharge
Excess data charges	Not applicable	Not applicable
International Voice Calls (originating in Australia)	Not applicable	Not applicable
International SMS, MMS (originating in Australia)	Not applicable	Not applicable
International Roaming	Not applicable	Not applicable
Term	<p>Prepaid Plan's inclusions can be used for 30 days or until Included Data has been fully utilized, whichever happens first.</p> <p>After which, any data, outgoing calls and outgoing SMS facilities will be restricted.</p> <p>To resume service, you will need to recharge your plan.</p>	<p>Each Recharge's inclusions can be used for 30 days or until the Included Data has been fully utilized, whichever happens first.</p> <p>You will not be able to access data, make outgoing calls and send SMS when data allowance from your recharge and base plan is fully used.</p> <p>There is no rollover of unused balance from Included Data from a recharge to the next recharge in all instances; including if you do the next recharge before your Included Data has been fully utilized.</p> <p>There is no accumulation of validity days in all instances; including if you recharge before the end of 30 days, or if you recharge multiple times.</p>

INFORMATION ABOUT THE SERVICE

In order to use the service, you must first have a Circles Life Prepaid SIM card which may be ordered from selected retail stores. You bring your own mobile device. A new number will be issued. Number transfer from another provider is not available.

DATA

Data included in the plan and its recharge option are for use within Australia only. The 50GB included data offer equates to \$0.0007 per 1MB. Any unused data expires at the end of each term.

STANDARD CALLS, SMS AND MMS

Included minutes are for standard national calls to landlines and mobiles, 13, 1300, 1800 numbers and voicemail, within Australia. Included SMS are to local numbers only.

EMERGENCY SERVICES

Circles.Life will provide services to emergency service numbers such as but not limited to 000 & 112 free of charge.

TRACKING YOUR USAGE

You will receive SMS and email alerts once you have approximately:

- 25GB, 7.5GB, 0GB of data left from Base Data included in your plan
- 25GB, 7.5GB, 0GB of data left from any Data Add-On included in the recharge option.

FINANCIAL HARDSHIP

If customers or former customers are unable to pay their bill due to financial hardship caused by illness, unemployment or another reasonable cause, Circles Life offers a number of options. Our Financial Hardship Policy can be found [here](#).

WHAT'S NOT INCLUDED

Your monthly calls, text and data cannot be used overseas and do not include calls to directory assistance, video calls, 1900 premium numbers or content charges.

International Calls, International SMS/MMS, International Roaming are not available.

FAIR USE POLICY

Our Fair Use Policy's purpose is to ensure Circles Life can continue to deliver quality mobile services to all our customers. It guides our customers so that you don't use our services in a way we deem "inappropriate" or "unacceptable", and avoids legal, infringement, and data security issues. Please see [here](#) for full details.

CUSTOMER COMPLAINTS AND DISPUTES

Contact customer care by email at happinessau@circles.asia, or voicemail call back service on 1300 863 004 to raise a complaint or a dispute.

Operating hours:

- 8am - 8pm AEST/AEDT Monday – Friday;
- 8am - 5pm AEST/AEDT weekends and public holidays.

If you are not satisfied with our review of the complaint, or with the way in which we handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us.

To lodge a complaint with the TIO you can call 1800 062 058; visit its website at tio.com.au; or send a complaint form via post to PO Box 276 Collins Street West, VIC, 8007 or by fax at 1800 630 614. If you need a complaint number from Circles.Life, please raise an inquiry to us first. The TIO will expect you to have attempted to resolve the issue with us before lodging a TIO complaint.