

CRITICAL INFORMATION SUMMARY

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

	PREPAID 70GB PLAN	PREPAID 70GB RECHARGE	PREPAID 70GB + IDD PLAN	PREPAID 70GB + IDD RECHARGE	PREPAID 100GB + IDD PLAN	PREPAID 100GB + IDD RECHARGE
Description	Mobile pre-paid service plan with inclusions and exclusions described in this Critical Information Summary (CIS) Available from 24 March 2023.	Available from 24 March 2023.	Mobile pre-paid service plan with inclusions and exclusions described in this Critical Information Summary (CIS) Available from 24 March 2023.	Available from 24 March 2023.	Mobile pre-paid service plan with inclusions and exclusions described in this Critical Information Summary (CIS) Available from 29 March 2024.	Available from 29 March 2024.
Upfront Charge	\$25	\$25	\$30	\$30	\$35	\$35
Included Data	Base Data: 70GB	Data Add-On: 70GB	Base Data: 70GB	Data Add-On: 70GB	Base Data: 100GB	Data Add-On: 100GB
Included Standard National Minutes (standard national calls, 13, 1300, 1800 calls and voicemail)	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Standard National SMS (per SMS of up to 160 standard characters)	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Standard National MMS (per message)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

VoLTE and VoWifi	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities	Includes VoLTE and VoWifi capabilities
Voicemail	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Additional Data Options	Available if you recharge	Not applicable	Available if you recharge	Not applicable	Available if you recharge	Not applicable
Excess data charges	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
International Voice Calls (originating in Australia)	Not applicable	Not applicable	300 minutes to at least 25 countries	300 minutes to at least 25 countries	300 minutes to at least 25 countries	300 minutes to at least 25 countries
International SMS, MMS (originating in Australia)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
International Roaming	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Term	<p>Prepaid Plan's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from the base plan to recharges; including if you do the next recharge before your Included Data has been fully utilised.</p> <p>To resume service, you will need to recharge your plan.</p>	<p>Each Recharge's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from a recharge to the next recharge; including if you do the next recharge before your Included Data has been fully utilised.</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</p>	<p>Prepaid Plan's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from the base plan to recharges; including if you do the next recharge before your Included Data has been fully utilised.</p> <p>To resume service, you will need to recharge your plan.</p>	<p>Each Recharge's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from a recharge to the next recharge; including if you do the next recharge before your Included Data has been fully utilised.</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</p>	<p>Prepaid Plan's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from the base plan to recharges; including if you do the next recharge before your Included Data has been fully utilised.</p> <p>To resume service, you will need to recharge your plan.</p>	<p>Each Recharge's inclusions can be used for 30 days.</p> <p>There is no rollover of unused balance from Included Data or International Voice Calls from a recharge to the next recharge; including if you do the next recharge before your Included Data has been fully utilised.</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>

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INFORMATION ABOUT THE SERVICE

In order to use the service, you need a Circles Life Prepaid SIM card which may be ordered from selected retail stores and a compatible mobile device. A new number will be issued. Number transfer from another provider is not available.

STANDARD CALLS AND SMS

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.

INTERNATIONAL DIRECT DIALLING CALLS

For plans with International Direct Dialling inclusions, included minutes are for international direct dialling calls to landlines and mobiles in at least 25 countries:

Bangladesh, Canada, China, Denmark, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, Spain, Sweden, Taiwan, Thailand, United Kingdom, USA, Vietnam

As we improve our services, you may be able to make calls to several more countries over time.

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:

- 50%, 85%, and 100% of your included Base Data;
- 50%, 85%, and 100% of data left from any Data Add-On included in the recharge option.
- 150 minutes 45 minutes, 0 minutes of IDD minutes left from your plan.

You can check your usage on the [Circles Prepaid Portal](#).

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 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.