Crazytel.com.au

Crazy 5G 50GB

Critical Information Summary. Mobile 5G SIM-only plan for your own compatible phone. Standard calls and texts included, international SMS and MMS included, no lock-in contract and no excess data charges.

Free call 1800 272 998 | **helpdesk@crazytel.com.au** | **crazytel.com.au**

Plan summary

Features and inclusions	
Service	SIM-only voice, text and data service for use with your existing mobile phone, with 5G access on the Optus network.
Data included	**50GB per month**
Minimum plan cost per month	**$35.00**
Maximum plan cost per month	**$35.00 + international call usage and international roaming packs**
Cost per GB of data	$0 (there are no excess data charges)
Early termination charge	$0
Minimum term	1 month (no lock-in contract)
Capped speed	Download speeds capped at 150Mbps on 5G
Standard national calls (within Australia)	Included
SMS and MMS (within Australia)	Included
International SMS and MMS	Included
International calls	Charged at our published rates, view rates
International roaming (Zone 1, 5G)	$10 per day pack, each pack includes 3000 voice minutes, 3000 SMS and 5GB data

Other information

What is the service?

Crazy 5G 50GB is a SIM-only service that gives you 50GB of data each month on the Optus mobile network, plus standard calls, SMS and MMS within Australia and SMS and MMS to international numbers. Data can be used on any compatible mobile device. International roaming is available in Zone 1 countries only (see below).

Where is it available?

5G is not available in all areas. Where 5G is not available your service runs on the Optus 4G network. Coverage information is on our mobile page at crazytel.com.au/mobile.

What do I need?

You need an unlocked, 5G-compatible mobile phone and a Crazytel SIM. A 4G-only phone will work but only on the 4G network. We do not supply handsets. Postage of your first SIM is free. Your number can be ported in from another provider. Smartwatches that use eSIM are not supported.

Do I have to bundle anything?

No. This service does not require you to bundle any other Crazytel services or buy any mandatory equipment.

International roaming (Zone 1)

While you are in a Zone 1 country, international roaming costs **$10 per day** for each 5G roaming pack. A pack can apply more than once in the same calendar day. Each 5G roaming pack includes:

- Voice: 3000 minutes
- SMS: 3000 messages
- Data: 5GB

Once any one allowance (voice, SMS or data) is exceeded within the current calendar day, a new 5G roaming pack ($10) is applied and the remaining allowance on the earlier pack is forfeited. Roaming charges are taken from your account balance. Roaming is not available in other countries, so you may need a local SIM there.

If we detect that you are in a Zone 2 or Zone 3 country, international roaming may be disabled on your service due to the high costs.

Excess usage

There are no excess data charges. When you use your full 50GB, your data is stopped (not slowed) until your next billing day. Calls and texts are not affected. Data top-ups are not currently available.

Monitoring your usage

Check your data and call usage at **myaccount.crazytel.com.au**. Usage is refreshed about every 30 minutes. We also send SMS alerts when you are close to using your data, and a final SMS when it runs out.

How does billing work?

Crazytel Mobile uses a Hybrid Prepaid model. Your plan fee is charged each month and renews until you cancel or port out. Auto Top-Up must stay enabled. Anything outside your plan, such as international calls, is taken from your account balance. If your balance reaches zero or goes negative, calls and SMS are paused, and if it stays negative for 30 consecutive days your service is cancelled. International calls may be suspended if usage exceeds $200 in a billing cycle. **Hybrid Billing Policy**

Conditions

Your service may be restricted or cancelled if:

- your account balance goes negative or Auto Top-Up is disabled
- you are abusive to our staff
- you breach our terms and conditions or our **Fair Use Policy**

Cancelling or porting out

You can cancel or port out at any time with no exit fee. We do not give pro-rated credits for part of a billing period. SMS and MMS are counted per 160 characters or part thereof.

Complaints and disputes

Call **1800 272 998** or email **helpdesk@crazytel.com.au**. To raise a dispute, email **theloveteam@crazytel.com.au** or visit **crazytel.com.au/theloveteam**.

Telecommunications Industry Ombudsman

If you are not satisfied with how we handled your complaint, you can contact the TIO on **1800 062 058**. Details are at **tio.com.au/contact-us**.

Still need a hand?

Free call **1800 272 998** or email **helpdesk@crazytel.com.au**. Post: Crazy Telecommunications PTY LTD, PO Box 3444, South Brisbane QLD 4101.

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