

Critical information Summary

Mobile 4G SIM-Card Only plans



Service to be provided: "Sim-Only" Voice & Data service for use with existing mobile phone handsets - 4G compatible Devices. Our plans are powered by the Optus 4G Network, so you'll get the same great coverage.

Plan Name: Crazy Ultra

| Features & Inclusions | |
|---|-------------------------------|
| Data Included | 30 GB |
| Minimum plan cost per month | \$30.00 |
| Maximum plan cost per month | \$30.00 + international Usage |
| Cost per GB Data | \$0 |
| Early Termination Charge | \$0 |
| Minimum Term | 1 Month |
| Capped Speed | No |
| <i>Standard & National Calls (Within Aus)</i> | <i>Unlimited</i> |
| SMS & MMS (Within Aus) | Unlimited |
| International Calls & Text Rates | View Here |

Other Information

What is the service?

Crazytel mobile SIM Card plans is a "SIM only" service for use with compatible devices.

How does Crazytel SIM Card Billing work?

Is it Prepaid or Postpaid?

Crazytel Mobile operates on a unique Hybrid Prepaid billing model. Unlike traditional prepaid services, your account balance is used to cover charges like SMS, voice calls, and MMS.

If your balance reaches zero or goes negative, services like outgoing and incoming calls and SMS across all Crazytel products will be temporarily paused. If the balance remains negative for 30 consecutive days, services will be cancelled automatically.

[View our billing Policy here](#)

What is Included?

Features of this service includes data, which can be used in any compatible mobile device, it does not include international roaming.

SMS messages are charged per 160 characters or part thereof

Monitoring your usage

You can view up-to-date information on your data usage via portal.crazytel.com.au. We'll also send you SMS alerts in near real-time when you are close to running out of your monthly data allowance. Once you have no data remaining, we'll send a final SMS to let you know, and your service will be suspended for the rest of that monthly billing cycle. We will not charge any excess data fees.

Qualifications

Please note that service may be restricted and/ or cancelled if:

- Your pre-paid account balance reaches a negative balance.
- Your Auto-Top up becomes disabled.
- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy, available by [clicking here](#)

Cancellations & Porting Out

If you choose to cancel your service or port your number to another provider, please note that we do not offer pro-rated credits for partial billing periods.

Porting in

Porting is available for all plans.

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Excess Usage

There are no excess usage charges, your speed will drop to 0Mbps (*disabled*) when you use your full allocation of data. Top-ups are not currently available. Data will be reenabled on your next billing cycle.

Bundling Requirements

This service does not require you to bundle any other Crazytel Services.

Equipment Required

We've kept it simple, so all Crazytel plans are BYO mobile device. You will need a 4G Compatible Mobile Handset and Crazytel SIM for this service. Crazytel doesn't supply mobile handsets. Postage of the SIM is free.

Complaints and Disputes

Contacting customer service on 1800 272 998 or emailing helpdesk@crazytel.com.au. If you wish to contact Crazytel in respect to a dispute, please email theloveteam@crazytel.com.au.

Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Crazytel, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/contact-us.

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