BEYOND BROADBAND

Critical Information Summary

Mobile voice and data: Data Banking plans

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | All prices include GST | November 2026

Service	SIM-only (physical SIM or eSIM) post-paid mobile service with calls, SMS and data, for a compatible unlocked phone. 4G and 5G where available.
Minimum term	Two full billing cycles after activation (plus the initial part-month), then month to month
Minimum monthly charge	Essential $35, Everyday $49, Plus $59, Max $69, Ultra $79
Maximum monthly charge	Monthly fee plus anything you choose to add: data bolt-ons, international calling packs, roaming packs, pay-as-you-go international calls and calls to non-included numbers.
Maximum early termination charge	Nil. If you cancel during the minimum term, your service continues to the end of the minimum term and you pay for it (at most one further monthly fee).

Plan	Monthly data	Maximum speed	Monthly fee (inc GST)	Minimum total cost
Essential	15GB	150 Mbps	$35	$70 to $105
Everyday	45GB	150 Mbps	$49	$98 to $147
Plus	65GB	150 Mbps	$59	$118 to $177
Max	100GB	150 Mbps	$69	$138 to $207
Ultra	180GB	250 Mbps	$79	$158 to $237

Minimum total cost = two monthly fees plus the pro-rata charge for your first part-month, which depends on your activation date and is less than one monthly fee. The range shows activation on the 28th (no part-month) up to the highest possible part-month.

What is included

Unlimited standard national calls to Australian fixed and mobile numbers, unlimited standard national SMS and MMS (not video MMS), the monthly data shown, and **unlimited standard calls from Australia to 15 international destinations** (see the International Calling Guide). Not included: calls to premium (19xx), satellite and other special-service numbers, other international calls and international SMS, which are charged at our published pay-as-you-go rates in the International Calling Guide.

Maximum speeds are speed caps, not typical or guaranteed speeds. Coverage and actual speeds depend on your location, device and network congestion. Check coverage before you buy at beyondbroadband.com.au/coverage.

How Data Banking works

Unused included data rolls over into your service's data bank each month, up to 1,000GB. Banked data stays with that service. You lose your banked data if you upgrade to a higher Data Banking plan, or when your service is cancelled or your number is ported away.

When your data runs out

When you have used your monthly and banked data, your data stops until your next billing cycle. There are no automatic charges. You can ask us to add a 1GB data bolt-on for $10, which is available until the end of that billing cycle and does not roll over.

International calling packs and roaming

Optional add-ons, charged only if you ask for them: 120-minute calling pack (42 destinations) $20, and 300-minute calling pack (30 destinations) $30, each available until the end of the billing cycle. These apply to calls made from Australia. **Roaming** is not included and pay-as-you-go roaming is blocked; you can buy a travel pack before you go (see the International Roaming Guide). Included international calls do not apply while you are overseas.

Fees

No setup, activation, SIM or eSIM fee. No other fees apply. You can ask us for your current usage at any time; usage information may be up to 48 hours old.

Minimum term and cancellation

Your minimum term is your first **two full billing cycles** after activation (plus the initial part-month). After that, your service continues month to month until you cancel.

You can ask to cancel at any time. Cancellation takes effect at the end of your current billing cycle, and your service stays active and is charged until then. If you cancel during the minimum term, your service continues until the end of the minimum term and you pay for it, which is at most one further monthly fee (one monthly fee). If you transfer your number to another provider, your service ends when the number leaves, but you still pay to the end of that billing cycle (or the end of the minimum term, if later) plus any usage. There is no cancellation charge after the minimum term. We do not refund unused days of a paid billing cycle when you choose to cancel, unless the law requires it.

Billing and payment

Plan fees are charged monthly in advance. Billing cycles run from the 28th of each month to the 27th of the next. Invoices are issued on the 20th and are due on the 27th. Your first invoice includes a pro-rata charge from your activation date to

the next 27th, plus your first full billing cycle in advance, and is due 7 days after it is issued. Plan fees are paid by automatic direct debit from your bank account or credit or debit card, with no payment fee. We send you a secure link to set this up after you sign up.

Emergency calls. You can call 000 or 112 from your mobile. Make sure your phone is compatible with the network for emergency calls; we can help you check.

Help, complaints and assistance

Phone 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)), email support@beyondbroadband.com.au or write to Level 1, 377 Montague Road, West End QLD 4101. Complaints are free: see our Complaints Handling Policy. If you're having trouble paying, see our Payment Assistance Policy. If we can't resolve your complaint, contact the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au. National Relay Service: accesshub.gov.au. Interpreting help: TIS National on 13 14 50. Full terms: Customer Terms and Conditions.