Critical information summary

Coles starter packs

This summary does not reflect any special discounts, bonus data or promotions which may apply to the **Coles starter packs** from time to time. This information applies to purchases by new customers and recharges by existing customers.

Description of the service

These plans are 28-day prepaid mobile plans for customers who have their compatible mobile handset, offered by Lyca Mobile Australia for personal use only, with inclusions and exclusions described in this Critical information summary.

What is included

When you are in Australia, the following services are included in the **Coles starter packs**.

Starter pack	**Cost of recharge**	**Included data per 28 days**
$25 Unlimited Plan XS Coles	$25	**25GB**
$30 Unlimited Plan S 100GB PL	$30	**50GB**
$40 Unlimited Plan M WW	$40	**80GB**
Expiry	28 days	
Network	5G & 4G. Speed caps apply	
Data banking	Refer to the relevant plan terms	
Other plan inclusions	Refer to the relevant plan terms	

What's not included

All non-personal, commercial, machine-to-machine calls, calls or texts to satellite and premium numbers (e.g., 19xx numbers), operator-assisted calls (12xx numbers), video calls, international roaming, and national and international MMS are excluded. Some additional services are not included in these plans but may still be available at Lyca Mobile's applicable rates, including:

1. **International calls** outside the applicable plan inclusions and standard international SMS. Refer to the relevant plan terms for details.
2. **Roaming services.** Refer to the relevant plan terms for details.
3. **Calls to 13XXXX and 18XXXX numbers.** Refer to the relevant plan terms for details.
4. **Standard national MMS** (excluding video MMS) to Australian numbers cost 62c/MMS (2MB).

Please ensure you purchase a PAYG top-up or have a valid PAYG credit balance to use services that are not included in your plan.

Other important information

Activation

To use the service, visit our website to activate your SIM. A valid ID is required for the activation process. Activate your new SIM within 30 days of purchase (or by the promotional deadline) to access the benefits of advertised plans.

Recharge your service

You can choose one of the following options to recharge your plan:

1. **Online:** Use the app, log in to your account, or visit our website.
2. **Offline:** Get a physical Lyca Mobile voucher at your nearest participating store.
3. **SMS:** Recharge by SMS where available for the applicable plan using your PAYG credit balance.

Auto recharge

For uninterrupted service, auto-renewal may be enabled by default, and your plan may automatically renew on its expiration date. You can use the app or log in to your account on our website at any time to update your payment settings, including your payment method and disabling or enabling auto-renewal. If auto-recharge is turned on, we will process the payment using your authorised payment method to renew your plan on the day it expires.

Standard national calls and SMS

- Standard national calls are to any 10-digit number within Australia starting with 02, 03, 04, 07, and 08.
- Standard national SMSs are to any 10-digit mobile number within Australia. This does not include 13/1300 and 1800 numbers.

International calls inclusion

International call inclusions vary by plan. Refer to the relevant plan terms for included destinations and allowances. Unused international minutes expire at the end of your 28-day cycle and will not be rolled over into the next recharge.

Data banking

- **Data rollover:** Data rollover and Data Bank eligibility are subject to the relevant plan terms. Bonus or promotional data is excluded unless expressly stated.
- **Grace period:** You have a 48-hour grace period after your plan expires to recharge or purchase a new plan. Unused data, including any eligible Data Bank balance, may be lost if you do not recharge within the applicable period.
- **Change plan/missed payments:** Data stored in your Data Bank may be lost if you switch to a lower-value plan or do not recharge or purchase a new plan within the applicable grace period.

Data

Data is counted in kilobytes and includes uploads and downloads. If you exceed the data allowance on your current plan before its renewal date, you may begin using any eligible data stored in your Data Bank to stay online until your next recharge. If you exhaust both your data allowance and any eligible Data Bank balance, you will not be able to use data until your next recharge unless you purchase an optional data add-on.

Data add-on

If you have exceeded your data allowance, optional data add-ons may be available. You can select an available add-on through the app or website. Unused data from data add-ons will not roll over into the Data Bank unless expressly stated in the applicable terms.

Usage

You can use the app or log in to your account on our website to check your usage. You may also receive SMS usage alerts on your compatible device in accordance with the applicable plan terms.

Tethering

Tethering is permitted for personal devices only but must not be used in a modem or as a substitute for a home internet service.

Network, speed, and coverage

- You may have access to our 5G network using a 5G-compatible device. Outside 5G coverage areas, your device may connect to the 4G network. Speed caps may apply under the relevant plan terms.
- The quality and availability of some services and the speeds you reach will continually vary depending on factors such as your location, device capabilities, network congestion and network coverage.

Early terminal charge

There is no minimum contract term (no lock-in contract). This means you will not be charged an early termination fee if you cancel your plan or port out. However, if you terminate your service before the plan’s expiration, the plan price and any remaining credits will not be refunded, and any unused data or inclusions will be forfeited.

Disconnected numbers

Your Lyca Mobile number will be disconnected if you do not recharge your plan or purchase a top-up for ninety (90) consecutive days from either the activation or expiry dates of your last recharge, whichever is the latest. We will send you SMS notifications at 60 days and 80 days to remind you before disconnection. If no action is taken within this period, your agreement will be automatically terminated, and this termination will be considered initiated by you.

Quarantine period

Once your Lyca Mobile number is disconnected, it will be in quarantine for 180 days. During this period, you will not be able to hold Rights of Use for your number, however, it cannot be assigned to anyone else. If the number is within the 180-day quarantine period, in some circumstances, we may be able to reconnect a disconnected number. Please call customer support on 1300 854 607 for assistance.

We are here to help

If you have any questions or need help, you can contact us online or call 122 from your Lyca Mobile number or 1300 854 607 from another network.

Complaints or disputes

If you have a dispute or wish to make a complaint, you can lodge a complaint online or by emailing us at complaints@lycamobile.com.au, and our team will work to resolve it.

Further complaint options

If you're dissatisfied with the outcome after speaking to us, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or via http://www.tio.com.au/. You must contact Lyca Mobile Australia to lodge your complaint directly before contacting the TIO.