

Critical Information Summary – Mobile Phones

GTE Mobile Broadband - Pooled Data Plans

Service to be provided: A SIM-only post-paid mobile broadband data service for compatible devices. Each eligible service contributes its included data allowance to a nominated GTE data pool. These plans do not include standard voice calls, SMS or MMS. The service uses the Telstra Wholesale Mobile Network.

Plan	\$29	\$45	\$56	\$69
Minimum monthly plan cost	\$29	\$45	\$56	\$69
Included data per service	10GB	30GB	45GB	60GB
Network access	4G	4G	5G eligible	5G
Maximum download speed cap	100Mbps	100Mbps	100Mbps	250Mbps
Service type	Data only	Data only	Data only	Data only
Voice, SMS & MMS	Not included	Not included	Not included	Not included
Minimum term	1 month	1 month	1 month	1 month
Early termination charge	\$0	\$0	\$0	\$0
Maximum monthly cost	No fixed maximum†	No fixed maximum†	No fixed maximum†	No fixed maximum†

Data-only limitation: These plans do not provide standard voice calls, SMS or MMS and must not be relied on for emergency calls, including calls to 000.

† There is no fixed maximum monthly cost because excess data, international calls, roaming and other PAYG usage may be charged in addition to the monthly plan fee.

Data pooling

A service must be added to a GTE data pool before its included data can be shared. Eligible services in the same pool contribute to and use one combined allowance. A single pool can contain up to 300 services.

Automatic 10GB data pack and excess data

When the pooled data allowance is exhausted, a 10GB data pack is added automatically for \$65.00 including GST. After that pack is used, excess data is charged at \$0.03 per MB including GST (approximately \$30.00 per 1,024MB).

Important: A speed cap is the maximum network speed permitted by the plan, not a guaranteed speed. Actual speed and coverage depend on location, network load, device capability, buildings, terrain and other factors.

Key service information

Network and coverage

The service uses the Telstra Wholesale Mobile Network, which uses parts of the Telstra mobile network. Coverage maps show predicted outdoor coverage only and are a guide, not a guarantee.

Device and 5G access

A compatible, unlocked tablet, modem, router or other mobile broadband device is required. A compatible 5G device and 5G coverage are required to access 5G. No device is included.

No voice service

Standard voice calls, SMS and MMS are not included. The service is intended for mobile broadband data use only.

International roaming

Roaming is enabled by default. In an eligible country, text "Roam" to 179 and wait for confirmation. Available packs are \$47, \$76 and \$87 with different data validity inclusions.

Usage and billing

The monthly plan fee applies to each service. Data usage is aggregated across the pool and reporting may be delayed. The account holder is responsible for all excess and PAYG usage.

Help and complaints

Contact GTE on (08) 8724 2222 or service@gte.com.au. If a complaint remains unresolved after contacting GTE, the Telecommunications Industry Ombudsman may be contacted on 1800 062 058.

What is the service?

GTE provides a SIM-only post-paid mobile broadband data service using the Telstra Wholesale Mobile Network, which uses parts of the Telstra mobile network. It may not have the same coverage, features or service availability as a Telstra retail mobile service.

What do I need?

A compatible, unlocked tablet, modem, router or other mobile broadband device and a GTE SIM. A compatible 5G device and 5G coverage are required for 5G. No device is included.

Coverage and network availability

Coverage maps show predicted outdoor coverage and are a guide only. Coverage and connectivity are not guaranteed at every location. Indoor and in-vehicle coverage can differ significantly from predicted outdoor coverage. [Telstra Wholesale Mobile Network coverage map](#)

Data-only limitation

The service does not include standard voice calls, SMS or MMS and must not be relied on for emergency calls, including 000. The underlying platform may still send service-management messages

Data pool setup and management

A service must be added to a data pool before its allowance can be shared. Only eligible services in the same pool share data. A pool may contain up to 300 services. Usage reporting can be delayed, and the account holder is responsible for monitoring the pool and all resulting charges.

Minimum term and cancellation

The service is supplied month-to-month with a minimum term of one month. There is no early termination charge, but you remain responsible for charges incurred up to cancellation and any outstanding usage, roaming, third-party or equipment charges. Cancellation does not automatically cancel other services in the same data pool.

Usage information and billing

GTE provides available usage information and billing records through its nominated customer-service or account-management channels. Usage information is an estimate and may be delayed, particularly for roaming and pooled data. The monthly plan fee applies to each service in the pool.

Plan changes

After a plan change is submitted, another plan change cannot be made to that service for 24 hours. Check the required allowance and network access before confirming a change.

Changes to the service or plan

GTE may change pricing, inclusions, network features or other terms in accordance with the service agreement and applicable law. GTE will provide any notice required before a materially detrimental change takes effect.

Customer service and complaints

For sales, account or technical support, or to make a complaint, contact GTE on (08) 8724 2222 or service@gte.com.au. Opening hours are Monday to Friday, 8:00am to 5:30pm, excluding public holidays. If a complaint remains unresolved after GTE has had an opportunity to investigate, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or at tio.com.au.

Full terms and policies

This Critical Information Summary does not replace the GTE Service Agreement, Fair Use Policy, Privacy Policy, Financial Hardship Policy or other applicable terms. Those documents form part of the service arrangement where applicable.

Current versions of these documents are available at gte.com.au/legal. Copies are available on request at no charge.

International roaming

International roaming is enabled by default. Roaming packs are available only in selected eligible countries.

Before travelling, customers should contact GTE to confirm the current list of eligible countries, pack availability, applicable charges and conditions. Roaming availability, overseas networks, eligible destinations and charges may change.

Use outside an eligible country may be unavailable or may incur separate pay-as-you-go charges, depending on the destination.

When in an eligible country, text "ROAM" to 179 and wait for confirmation before using the service. Do not assume that a roaming pack is active until confirmation has been received.

Pack	Data	Validity
\$47	5GB	7 days
\$76	10GB	14 days
\$87	3GB	3 days

These are data-only services. Voice-call and SMS allowances that may be associated with an upstream roaming pack are not included for use with this service. Use outside an eligible country may be unavailable or may incur separate PAYG charges. Usage reporting and activation can be delayed.

Usage alerts will be sent as required for roaming packs, including alerts at 50%, 85% and 100% of included value. The service may also send a reminder when approximately 10MB of data. Usage reporting can be delayed.

Automatic data pack and excess data

The following customer rates include GST

Charge	Customer rate
10GB automatic data pack	\$65.00 per pack
Excess data after pack	\$0.035 per MB

The automatic pack is applied when the pooled allowance is exhausted. After that pack is used, excess data continues to accrue at the per-MB rate. This is approximately \$30.00 per 1,024MB. Usage is calculated from the underlying rate and invoice totals may be rounded to the nearest cent.

Other possible charges

- International roaming is charged at the applicable roaming-pack or PAYG rate.
- SIM replacement, delivery, activation and other charges apply where disclosed by GTE.
- No tablet, modem, router or other device is included in the monthly plan price.
- Manual add-ons or plan changes requested by the customer are chargeable once applied, subject to the customer's rights under applicable law.

Maximum monthly cost

There is no fixed maximum monthly cost because automatic data packs, excess data, international roaming and other applicable charges may be incurred in addition to the monthly plan fee.



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