

Critical Information Summary – Mobile Phones

GTE Mobile Voice - Pooled Data Plans

Service to be provided: A SIM-only mobile phone service with standard national calls, SMS and MMS, and a mobile data allowance that is shared with other eligible GTE mobile services in the same customer data pool. The service uses the Telstra Wholesale Mobile Network.

Plan	\$32	\$45	\$59	\$73
Minimum monthly plan cost	\$32	\$45	\$59	\$73
Included data per service	10GB	30GB	45GB	60GB
Network access	4G	4G	5G eligible	5G
Maximum download speed cap	100Mbps	100Mbps	100Mbps	250Mbps
Standard national calls, SMS & MMS	Unlimited	Unlimited	Unlimited	Unlimited
International calls & SMS	PAYG	Unlimited*	Unlimited*	Unlimited*
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†

* Unlimited standard international calls and SMS apply to selected countries only: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, Vietnam, the United States and the United Kingdom. Other international destinations are charged at applicable PAYG rates.

† 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

The included data allowance from each eligible mobile service is combined into a shared pool for services linked to the same GTE customer account. A single pool can contain up to 300 services. Usage by any service reduces the shared pool balance.

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.

Handset and 5G access

A compatible, unlocked handset is required. A compatible 5G handset and 5G coverage are required to access 5G. No handset is included with the plan.

Mobile number

You may request a new number or port an active mobile number from another provider. Keep the existing service active until the port is complete.

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, call, SMS and 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 mobiles@gte.com.au. If a complaint remains unresolved after contacting GTE, the Telecommunications Industry Ombudsman may be contacted on 1800 062 058.

Information about the service

What is the service?

GTE provides a SIM-only post-paid mobile voice and 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?

You need a compatible, unlocked mobile handset and a GTE SIM. A compatible 5G handset and 5G coverage are required to access 5G. No handset is included with the plan.

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: telstrawholesale.com.au/mobile-network

Calls, SMS and MMS within Australia

Unlimited standard national calls, SMS and MMS are included. Charges may apply for international services, premium or special services, satellite services, directory assistance, content services and other non-standard usage. Applicable charges will be advised or published by GTE.

International calls and SMS

The \$32 plan is charged at PAYG international rates. The \$45, \$59 and \$73 plans include unlimited standard calls and SMS from Australia to the selected countries listed on page 1. Calls or messages to other countries, and non-standard or premium services, are charged at applicable PAYG rates. International MMS is not included unless expressly stated.

Mobile number and porting

You may request a new mobile number or ask GTE to port an active number from another provider. Keep the existing service active until the port is completed. Porting timeframes can vary and cannot be guaranteed.

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.

Data pool management

Only eligible GTE mobile services linked to the same customer account can share a pool. Data usage may not be reported in real time and can be delayed. The account holder is responsible for monitoring usage across all services and for excess data charges incurred by users in the 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.

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, contact GTE on (08) 8724 2222 or mobiles@gte.com.au. Opening hours are Monday to Friday, 8:00am to 5:30pm, excluding public holidays. You may lodge a complaint with GTE if you are dissatisfied with the service or how an enquiry has been handled. GTE's Complaints Handling Process is available at: gte.com.au/complaints

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 rules, privacy policy, financial hardship policy or other applicable terms. Those documents form part of the service arrangement where applicable.

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	Calls / SMS	Validity
\$47	5GB	30 min / 30	7 days
\$76	10GB	60 min / 60	14 days
\$87	3GB	300 min / 300	3 days

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, 5 call minutes or 5 SMS remain. Usage reporting can be delayed.

Non-standard usage charges

The following are current customer rates.

Service	Usage charge	Flag fall
Non-standard calls		
Video calls	\$2.085/min	\$0.391
International video calls	\$3.518/min	\$3.518
National directory assistance	\$0.000/min	\$0.651
Telstra Mobile Satellite	\$1.421/min	\$0.474
Optus MobileSat	\$2.345/min	\$0.426
Non-standard messaging		
SMS to 13/1300/18/1800	\$0.092/message	-
International SMS	\$0.326/message	-
International MMS	\$0.651/message	-
Video MMS	\$0.391/message	-
International video MMS	\$0.912/message	-
Automatic data pack		
10GB automatic data pack	\$65.00/pack	-
Excess data	\$0.03/MB	-

Rates are rounded for display. Usage is calculated from the underlying rate and invoice totals may be rounded to the nearest cent. After the automatic pack is used, excess data is approximately \$30.0 per 1,024MB.

Other possible charges

- International calls or messages not included in the plan are charged at the applicable PAYG rate.
- 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 handset or device is included in the monthly plan price.



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