

Information about the service

The offer includes: A SIM-only, post-paid mobile service for residential use.

The offer is a bundle of services: No.

The offer requires mandatory purchase of Telecommunications goods from us: No. Use of Barefoot's mobile plan requires a compatible, unlocked mobile handset.

Available minimum term: 1 month.

Included data allowance: Varies depending on the plan selected, see below:

Mobile plan	Monthly data inclusion
Lite	5GB
Mini	15GB
Mid	25GB
Max	30GB
Ultra	40GB

Inclusions: Unlimited standard national calls to fixed and mobile numbers within Australia, unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13xx numbers.

Unlimited international calls and SMS to the following 15 countries (Canada, China, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam) available on Mini (15GB), Mid (25GB), Max (30GB) and Ultra (40GB) plans.

Exclusions: Making calls and sending SMS/MMS to international numbers outside of the above countries, national and international video MMS, national and international video calls, calls and SMS/MMS to satellite numbers, calls to assistance and special numbers, calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges), SMS to 13/1300 and 18/1800 numbers, international roaming. For a full overview of all additional charges, refer to **mobile - price table summary** at www.barefoottelecom.com.au/mobile-price-table-summary/

Important conditions: You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. If you exceed your monthly included value, and any data remaining in your data bank, your data will be capped and no more mobile data will be available until you roll over into the next billing month.

Data banking: At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. Any data in your data bank is forfeited if your mobile plan is downgraded. Your banked data will remain if your mobile plan is upgraded.

Mobile plan (included data allowance)	Maximum data bank allowance
Lite (5GB)	100GB
Mini (15GB)	100GB
Mid (25GB)	100GB
Max (30GB)	100GB
Ultra (40GB)	100GB

Information about pricing

Minimum monthly charge: Varies depending on the plan selected, see below:

Mobile plan (included data allowance)	Minimum monthly charge
Lite (5GB)	\$20.00
Mini (15GB)	\$25.00

Mobile plan (included data allowance)	Minimum monthly charge
Mid (25GB)	\$30.00
Max (30GB)	\$35.00
Ultra (40GB)	\$40.00

The total (minimum) cost of the plan term of 1 months is: Varies depending on the plan selected, see below:

Mobile plan (included data allowance)	Total minimum cost of the plan term
Lite (5GB)	\$20.00
Mini (15GB)	\$25.00
Mid (25GB)	\$30.00
Max (30GB)	\$35.00
Ultra (40GB)	\$40.00

Early termination charges: \$0 (not applicable).

A two-minute national mobile call is: \$0 (Mobile service includes unlimited calls to local, national and mobile numbers).

Cost of a national SMS is: \$0 (Mobile service includes unlimited national SMS).

Cost of 1MB data in Australia: Varies depending on the plan selected, see below:

Mobile plan	Cost of 1MB included data
Lite (5GB)	\$0.0039 per MB
Mini (15GB)	\$0.0016 per MB
Mid (25GB)	\$0.00117 per MB
Max (30GB)	\$0.00113 per MB
Ultra (40GB)	\$0.00097 per MB

Other information

Usage: You can obtain data usage information by visiting our website, clicking "LOGIN" and logging in with your username and password or contact us on 1300 017 622 for instructions.

Terms: All services are supplied pursuant to our Business Terms.

Customer service contact details: You can contact us via email at support@barefoottelecom.com.au, live chat with one of our friendly, local customer care team at www.barefoottelecom.com.au, or phone us on 1300 017 622 between 8:30 am to 7:00 pm Monday to Saturday.

Complaints process: You can make a complaint in writing or by calling us and following the process outlined in our [Complaint Handling Policy](#) on our website listed under 'Important Stuff'. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing support@barefoottelecom.com.au or calling 1300 017 622 and specifically stating you want to make a complaint.

Telecommunications Industry Ombudsman: The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers to resolve disputes. You can contact the Telecommunications Industry Ombudsman at www.tio.com.au or on 1800 046 686.

International roaming: Your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas, or to access mobile data while overseas. We do not offer any international roaming options.

Porting your mobile number: If you are porting in a mobile service, in accordance with Clause 3.6.2 of the MNP industry code: Subject to Clause 3.6.3, the Losing Mobile Carrier must meet the end to end performance level of completing 90% of Ports within three (3) Standard Hours of Operation and 99% of Ports within two (2) Business Days.