



## Member's Mobile - Critical Information Summary

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time.

### Information about the Service

Applies to plans purchased from: 1 July 2025.

Member's Mobile plans are for a pre-paid mobile phone service paid for each month in advance offered by Member's Mobile using the Optus cellular network.

Member's Mobile pre-paid mobile phone plans are available for purchase using credit, debit, or charge card issued by Australian financial services providers (Approved Payment Methods) through the membersmobile.com.au Member's Mobile website and app or by calling Member's Mobile customer service and are paid for and renewed automatically each month unless cancelled. Plans can be cancelled by a customer of Member's Mobile at any time.

### What is included

A Member's Mobile pre-paid plan includes telephone calls and SMS messages within Australia and a data inclusion and calls and SMS messages to international destinations. A multi-fit SIM card is supplied by Member's Mobile if required but the service may also be deployed onto an eSIM on mobile devices that are already equipped with an eSIM when Member's Mobile may offer eSIM capability from time-to-time.

**Service Description:** This service is a Prepaid mobile service, offered by Member's Mobile using the Optus network. Member's Mobile plans have different inclusions depending on the amount you choose to recharge. Member's Mobile plans include the following standard plan inclusions for use within Australia:

Member's Mobile Plans	MM Basic	MM Value	MM Saver
<b>Cost</b>	<b>\$30</b>	<b>\$47</b>	<b>\$52</b>
Included call (voice) minutes to Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.	Unlimited (subject to Fair Go Policy)		
Included standard national SMS/MMS (text) messages.	Unlimited (subject to Fair Go Policy)		
Included data. Charged per KB.	25GB	50GB	100GB
Data Bank.	100GB	200GB	300GB
International (IDD) inclusion value.	\$50	\$100	\$150
Data Access Speed Limit	100Mbps	150Mbps	150Mbps
Expiry	30 days		

**International:** Calls (Voice) and SMS messages (Text) to international destinations will be charged at the rates described at [membersmobile.com.au/pricing](https://membersmobile.com.au/pricing).

**Exclusions:** Directory assistance and SMS messages to premium numbers are not included with your plan. You cannot make calls to premium numbers using our services. International calls and SMS/MMS messages are included with all Member's Mobile plans listed in this Critical Information Summary but only to the value included with each plan. International roaming is not offered by Member's Mobile.

**Extras:** Member's Mobile plans offer Data Extras and International Extras. Extras packs expire at the end of the plan recharge period.

Data Extras	
<b>Cost</b>	<b>\$10</b>
Data Extras for use in Australia. Charged per KB. Unused Data Extras credit will be lost upon the expiry of your current recharge period. Data Extras are used before any data included in your plan.	1GB data usage
Expiry	Plan recharge

International Extras	
<b>Cost</b>	<b>\$20</b>
International Extras for use in Australia for calls (voice) and SMS messages (text) to international destinations. Charged at the rates described at <a href="https://membersmobile.com.au/pricing">membersmobile.com.au/pricing</a> . Unused International Extras credit will be lost upon the expiry of your current recharge period. International Extras are used before any International (IDD) value included in your plan.	\$20 IDD value
Expiry	Plan recharge



#### Minimum Requirements

You need to supply your own mobile phone to access this service with the SIM card or eSIM we will provide you. To access data using this service, your phone will need to be internet capable. Make sure that your device isn't locked to other networks.

#### Coverage

Coverage availability will vary depending on your device compatibility and location. Please refer to the [membersmobile.com.au/coverage-map](https://membersmobile.com.au/coverage-map) to check if your device can take full advantage of the Optus network.

#### Activation

To use this service you need to purchase and activate a Member's Mobile SIM. You need to activate your SIM within 30 days of purchase or by the date advertised in a promotion (whichever is earlier) in order to take advantage of the inclusions in any advertised plans.

#### Fair Go Policy

Member's Mobile pre-paid plans are subject to our Fair Go Policy (<https://membersmobile.com.au/terms/fair-go-policy>) and Standard Form of Agreement (<https://membersmobile.com.au/terms>). These govern the use of the service and what is considered reasonable use. Member's Mobile pre-paid plans are for personal use only. The Fair Go Policy ensures that all customers can access our services, and do not use our services in a manner that we consider unreasonable or unacceptable, including, but not limited to non-ordinary or commercial purpose use of these services. There are steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.

#### Term of the plans

Member's Mobile pre-paid plans do not have an end-date unless specifically stated in the associated CIS for that plan, although Member's Mobile reserve the right to remove the plan from service at any time. You may cancel your Member's Mobile pre-paid plan at any time.

#### Automatic renewal

Automatic payments via an Approved Payment Method are required for this plan. You will be automatically charged via your Approved Payment Method at the start of each payment cycle for recurring charges. By signing up to this plan, you agree to an automatic payment option and you are agreeing to the Member's Mobile automatic payment terms described at <https://membersmobile.com.au/terms>.

However, if when we process the monthly pre-payment and the payment attempt fails, the service will be barred immediately for 24 hours. If payment is not received within 24 hours the service will be suspended for 30 days. If payment is not received within that 30 days the service will be cancelled and the number removed from service. If a service has been cancelled and a request is made by phone to us within 90 days to restate the service, and a payment for the service is successfully processed, the service may be able to be reinstated.

#### Cancellation

If your plan is cancelled for any reason, you won't receive a pro-rata refund for the remainder of your pre-payment cycle, and the phone number associated with the service will be removed from service. There are no cancellation fees.

#### Network Coverage

Member's Mobile pre-paid mobile services use the Optus mobile 4G and 5G network.

#### Data Usage

Data is counted in KKB increments and includes uploads and downloads. After you've used your included data, you will no longer be able to use your data service until you recharge again, unless you have an active Data Extras pack. Unused Data and Data Extras credit can be rolled over, up to a maximum included in your Data Bank.

#### Service Expiry

To make standard national calls and send standard national SMS and MMS, you need to have a recharge available on your service. If your plan Auto Recharge fails and you do not recharge your plan within 24 hours of the recharge date, your service will be suspended and you will not be able to use the service. If after 30 days the service has still not been recharged the service will be cancelled.

If your service is cancelled you will require a new SIM or eSIM to use the service, and you may not be able to continue using your mobile number.

#### Recharging

You can manage your recharges and payment methods by logging in to your Member's Mobile account online at [membersmobile.com.au](https://membersmobile.com.au) or via the Member's Mobile app.

Auto Recharge will automatically be processed at 23:00 (11.00pm) AEST/ AEDT on the day of plan recharge period expiry.

#### Plan Changes

You can swap to a different Member's Mobile plan at any time. When you swap, you will keep any unexpired Extras packs and unexpired Extras credit, but you will lose your existing plan inclusions and any other credit, minutes, SMS/MMS, data, bonuses or discounts.

#### Calls to 1800 Numbers

If you have zero active recharge, you will be able to make calls to 1800 numbers up until the time your plan recharge expires.

#### Tracking Your Spend

You can track your account balance, and usage of your included data and any Extras, 24/7 through the online dashboard for your Member's Mobile account, accessible at [membersmobile.com.au](https://membersmobile.com.au), or via the Member's Mobile app. We will send you alerts when you have used 50%, 85% and 100% of your included data. We will not send you alerts for usage of Extras (including Data and International Extras packs) or any bonus data you may have received.

#### Customer Support

Member's Mobile support is available during the following hours by using the webchat function available on the Member's Mobile website at <https://membersmobile.com.au/support> and app, or by calling 1300 774 357:

- Weekdays 09:00 (9AM) to 20:00 (8PM) AEST/AEDT
- Weekends and NSW Public Holidays 10:00 (10AM) to 18:00 (6PM) AEST/AEDT

#### Customer Complaints

You can contact our complaints team by calling us on 1300 774 357 or by emailing us using the webform at <https://membersmobile.com.au/complaints>. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.