



Critical Information Summary (CIS)

Hive \$18.80 SIM Only

Information About the Service

Thank you for considering Hive Mobile. This document outlines the details you'll need to know regarding your service with us. Our aim is to be as transparent as possible so our customers know exactly what they are receiving or will receive in regards to our service.

Plan details

This SIM only plan is a post-paid service. A mobile phone is required to use this service, and Hive Mobile will only provide a SIM card.

Monthly call credit

Unlimited national call value for calls within Australia to standard land line, mobile, 13, 1300, and 1800 numbers, and voicemail.

Monthly text credit

Unlimited SMS and MMS from Australia to all national mobile numbers.

Monthly data allowance

2.5GB of monthly data allowance, with excess data usage charged at 1.5c per MB (\$15 per GB). Excess usage is billed in KB increments.

Exclusions

This plan has the following exclusions.

- International calls (see [call rates](#))
- International roaming (not available)
- Premium talk and text to a third-party service (e.g. 19 numbers, competitions, TV voting)
- Uncategorised premium voicemail (\$1 per min)
- Directory assistance (\$1 per call)

If excluded services are used, excess charges will be incurred per month. Charges for premium services are as advertised by that provider.

Unlimited standard national calls

2.5GB of 4G data

Unlimited National SMS and MMS

\$18.80 Minimum Monthly Charge

Minimum term

This service is available as a month to month service (minimum term of one month) agreement. The minimum cost is \$18.80 per month.

Fair use policy

Our fair use policy refers to 'unreasonable' use on this particular plan. Please view our [Fair Use Policy](#) document for further information.

Information About Pricing

Standard Call Rate (Landline)	0c
Standard Call Rate (Mobile)	0c
13, 1300, and 1800 number calls	0c
Voicemail retrievals	0c
Voicemail deposits	0c
Standard Flagfall	0c
SMS/MMS	0c
International SMS	45c
International MMS	65c
International Calls	See call rates
International Roaming	Not available
Excess Data	1.5c per MB

Minimum monthly charge

\$18.80 per month.

Maximum monthly charge

The maximum monthly charge on this plan depends on whether you consume more call and/or data value than included in your plan. Making international calls or using premium services are examples of excess charges.

Cancelation

There are no cancellation fees for a month-to-month plan like this one. **Note:** You could receive invoices with delayed usage charges or any additional or non-included charges for up to 2 months after you disconnect.

Other fees and charges

Paper bill fee	\$2.50
BPay payment handling fee	\$1.00
Aus Post payment handling fee	\$2.50
Late payment fee	\$15.00
SIM card replacement fee	\$25.00
Excess plan change fee*	\$20.00

*First two plan changes in any 12 month period are free. After that, standard charge.

Coverage

Your mobile service will be carried on the Optus 3G or 4G networks.

Other Information

Plan changes

Each customer is given two free plan changes per billing year, which starts when a service is first billed. If you wish to make additional plan changes in this period your account will incur a \$20 excess plan change fee. All plan changes take place on the first day of the next monthly billing cycle.

Usage information and notifications

We'll provide free SMS and email notifications once you've reached approximately 50%, 85%, and 100% of your monthly usage allowance. You can also monitor your usage by:

- Downloading the Hive Mobile Application, available for iOS and Android devices. Simply search for "hive mobile" on the Apple App Store or the Google Play Store to download.
- Visiting 'My Account' at <https://hivemobile.com.au/secure/login>

Customer service, enquiries, and complaints

At Hive Mobile we are committed to providing you with excellent customer service and support. You can contact us by:

E-mail	admin@hivemobile.com.au
Web	hivemobile.com.au/contact
Phone	(07) 3152 7183

We encourage you to always contact us first if you experience any issues or are unsatisfied with your service. If you are not satisfied with the proposed resolution after speaking to us, you may also contact the Telecommunications Industry Ombudsman (TIO) using the information below.

Phone	1800 062 058
Web	tio.com.au

Standard operating times

Monday to Friday	9am – 8pm AEST
Saturday	10am – 6pm AEST
Sunday	CLOSED

Billing

The billing cycle for this plan uses anniversary billing, meaning your billing cycle commences on the day your service is connected and ends a month later.

This plan uses direct debiting and requires a valid credit card issued in your name to be used in the sign-up process. Once the initial month of your plan has been paid using this card you may opt to use BPay or Australia Post Bill Pay to pay for future invoices in place of a direct debit transaction. Please note that using these alternative payment methods incurs a handling fee.

Your invoice is generally created between 3-6 days after your billing cycle refreshes and is sent via email by default. You can opt to receive paper bills at a charge of \$2.50 per invoice. It is advised that invoices be paid on time to avoid being charged the \$15.00 late payment fee.