



# Super Flex - Mobile Plan

This Critical Information Summary contains important information for your subscription plan. Any promotional offers relating to this plan will not be applicable in the Critical information Summary.

Inclusions	
Subscription period	per thirty (30) days month period
Yearly subscription charge	\$35/per month
Included data unlimited	50GB (1GB = 1024MB) once data is consumed the service will continue at the speed of 2MBPS till next monthly cycle
Calls within Australia	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail.
Included texts within Australia	Unlimited standard national SMS to and from other Australian mobiles networks.
Included international calls	<b>500 minutes</b> to selected Canada, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Japan, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Vietnam, Spain, Portugal, Pakistan, Philippines, Bangladesh, Sri Lanka
Network coverage	5G Network Access. Please see <a href="https://airtel.net.au/coverage">https://airtel.net.au/coverage</a> for more information.
Excess data	To purchase additional data, or switch to other existing plans, simple access via the <a href="#">web-app</a> or mobile app.
Data bank	accumulating data up to 500GB in your data bank
Minimum subscription period	per thirty (30) days calendar months from date of activation
Early termination fee (ETF)	There is no ETF for this plan. On cancellation request, the service will continue to be used until the end of the current subscription period. If there is any unused allowance, this will be lost on cancellation of subscription.
Roaming	it is not recommended to activate roaming without the additional purchase of a roaming pack when overseas. Please view available roaming packs <a href="#">here</a> or via the airtel au Mobile app.

## Mobile device requirement eSim

To use your airtel au mobile service, when activating your eSIM, please assure you have a compatible mobile device. please [click here](#) for compatible devices. For more information, please visit our mobile FAQ page here - <https://airtel.net.au/help-and-faqs/>.

## The Airtel AU Freedom app

The airtel au mobile app is available for iOS and Android devices. You can find download links to the app on the airtel au website [here](#). The mobile app is required to activate your airtel au physical Sim and your eSIM, which can only be installed from the airtel au mobile app.

additional features of the airtel au mobile app include:

- Viewing and updating your contact information and notification settings. Viewing your
- historical usage, includes data, all calls and SMS for that 30 day period.
- Changing your subscription plan.
- Adding roaming or other additional bolt on packs.
- Replacing your SimCard or eSIM.
- Viewing your savings when you refer a friend more information [click here](#)
- Viewing and paying your invoices.
- Viewing and updating your payment information.
- Cancelling your subscription.

## Billing periods

airtel au will bill your monthly subscription fee on activation of your service.

Your subscription will then continue to be billed on the same day of the month until you cancel your subscription.

Any additional charges, such as roaming packs, will be billed and charged immediately before they are added to your service.

## Payment options

airtel au offers the following payment options:

- Credit card
- Debit card
- Apple Pay
- Google Pay

## Using your Airtel AU service overseas

it is not recommended to use your Australian subscription data and unlimited voice and text calls when traveling overseas.

when traveling overseas, it is recommended to purchase a roaming pack via the airtel au mobile app, for more information please click [here](#).

## Data banking

A data bank is a Airtel AU Sim service that automatically stores any unused data from your subscription plan at the start of the next subscription period. Data bank data is used after your subscription data has been exhausted.

Airtel Au mobile app will notify you of both your subscription plan data usage, calls and SMS.

The maximum amount of data that can be stored in a data bank for this plan is up to 500GB.

Changing plans will not impact any existing data stored in your data bank.

## Changing plan

Airtel AU has simplified the way yo can change your plans, you can do so at any time via the airtel au mobile app. You will be able to choose to change immediately or at the start of the next subscription period. (recommended)

Changing immediately will give you the difference in data allowance and any additional inclusions between your current plan and the new plan, minus any allowance you have already used on your current plan.

Additionally, you will be charged the difference in price between the new plan, regardless of when in your subscription period you make the change. For example, you are on the 35GB for \$25/mth plan, and wish to move to the 55GB for \$32/mth plan. You have already used 7GB, so once the change plan takes effect, you will have an additional 45GB of data to use until the next subscription period (45GB for the new plan - 7GB of data you have already used). You will also be charged \$7 for the difference in prices between the two plans.

You can request to change your plan on your next subscription period to any other available plan at any time during your current subscription period.

You are also able to cancel the request at any time before the next subscription period starts.

For example, if you are on the 35GB for \$25/mth plan, and wish to move to the 10GB for \$20/mth plan, you can request to change your plan on your next subscription period. If you cancel the request, you will not be charged any additional fees.

## Cancelling your subscription

You can cancel your subscription at any time by via the airtel au mobile app.

Your service will continue with the current subscription period.

No cancellation fee to cancel, however any outstanding fees will need to be paid.

Any unused allowance or credit will not be refunded when your subscription is cancelled.

You can remove the cancellation request at any time before the end of the current subscription period via the airtel au mobile app or resubscribe at anytime.

## Contact and complaint information

airtel au provides the following contact and complaint methods;

- For general inquiries, please contact us via the Airtel AU PTY LTD website <https://airtel.net.au/contact/>
- For complaints/support, please contact us via the Airtel AU PTY LTD complaints page <https://airtel.net.au/technical-support/>

If you feel that we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit <https://www.tio.com.au/>