

## CRITICAL INFORMATION SUMMARY

### FIELD BUSINESS MOBILE

#### INFORMATION ABOUT THE SERVICE

##### Description of the Service

Field Business Mobile Plans are post-paid mobile services for use with a compatible Australian mobile phone device.

These plans are available to new and existing approved eligible customers.

##### Service Availability

Field Business Mobile Plans are available in Optus 4G coverage areas. Please check eligibility at [Business Mobile | Field Solutions Group \(fieldsolutions-group.com\)](#)

Coverage will vary depending on the device, building structure and location.

##### What's Excluded

Your monthly included calls, SMS and data cannot be used whilst overseas. Premium SMS, directory assistance, content services, calls to satellite numbers and premium calls are not included in monthly spend. For a complete list of all extra charges, please refer to: [fieldsolutions-group.com/extra-charges](#)

##### Minimum Term

Field Mobile Business Plans are Month to Month.

##### What's Included

The included below call value can be used to call: all Australian standard national fixed and mobile services, voicemail deposits and retrievals, 13/1300/1800 numbers and diversions. International Dialling inclusions are shown inclusive of GST and allow users on the corresponding plan to call and SMS any

international country from Australia. Once the user has used their allocated allowance, charges per min will apply. Please refer to <https://fieldsolutions-group.com/idd-rates> for IDD (International Direct Dial) rates. Any unused spend is forfeited at the end of each billing cycle.

##### Your Data Allowance

Data Allowance for Field Business Mobile plans is listed below in the Pricing table. Included data cannot be used whilst overseas. All Field Business Mobile Plans and Field Business Broadband plans will share, and pool included data each month. Any unused data is forfeited at the end of each billing cycle.

You will be notified of your data usage at 50%, 85% and 100% of your data limit.

If you breach your pooled data, your Field Business Mobile plans will automatically receive a 1GB top-up for \$13. You will be notified of this via SMS or email each time a data pack is added to the account.

##### Handset/Device

You can use Field Business Mobile Plans with any compatible tablet or mobile broadband device. You may BYOD (Bring your own Device) or purchase a device through Field Solution Group by contacting your sales representative or 1300 000 488. Note that only selected devices are available for purchase and may be purchased outright or over monthly instalments using 3<sup>rd</sup> party finance.

#### INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge and Other Fees & Charges as outlined below.

##### Monthly Plan Charges

Business Plan	Minimum Monthly Term	Data Allowance	Monthly Plan Charge	Included standard National Calls, SMS & MMS	Included International Dialling Spend	Cost of 1MB data	Total Minimum Charge over Term
Field Business Mobile 70	M2M	50GB	\$70	Unlimited*	\$500	\$0.136718	\$70
Field Business Mobile 40	M2M	20GB	\$40	Unlimited*	\$150	\$0.195312	\$40
Field Business Mobile 60	M2M	30GB	\$60	Unlimited*	\$300	\$0.195312	\$60
Field Business Mobile 80	M2M	80GB	\$80	Unlimited*	\$500	\$0.097656	\$80

\*Please refer to the Fair Use Policy

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#### Cancellation Fees

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions service. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

#### GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

#### Fair Use

A Fair Use policy applies to these plans. Customers must not use the service in an unacceptable or fraudulent way that will result in excessive usage and network congestion. If a customer breaches the Field Solutions Group fair use policy, it may result in the suspension or cancellation of the service. If this occurs, the

### OTHER INFORMATION

We provide email or SMS usage notifications at 50%, 85% and 100% of your included data. These are sent to your mobile service number and your nominated email address. Data usage notifications may have up to a 24-hour delay.

We may change your plan inclusions and price if your service is not contracted. You will be given written notice of any changes made. Please refer to the terms at <https://fieldsolutions-group.com/mobile-service-terms>

#### International Roaming

International roaming packs are available to all FIELD Business Mobile and FIELD Business Mobile Broadband plans for a fee. You must contact support on 1300 000 488 or via email on [servicedesk@fieldsolutions-group.com](mailto:servicedesk@fieldsolutions-group.com) to ensure you have international roaming active on your service prior to departing. Once roaming is active it will remain active on your service unless you request it be to be barred. These packs are available to zone 1 countries only.

#### Contact Us

You can contact Field Solutions Group customer service for Sales, Support & Billing assistance via

Phone: 1300 000 477  
Email: [info@fieldsolutions-group.com](mailto:info@fieldsolutions-group.com)  
Website: [www.fieldsolutions-group.com](http://www.fieldsolutions-group.com)

customer will be liable for any remaining usage and contract charges.

#### Payment

Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

#### Other Fees and Charges

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Declined Fee, Hardware Replacement Fee, or Sim Replacement Fee. Refer to the Field Solutions Mobile Service Terms at:

<https://fieldsolutions-group.com/mobile-service-terms>

#### Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by Field Solutions Group, you may wish to contact the TIO, an independent dispute resolution body, via:

Phone: 1800 000 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007