



MRMS Sim only Mobile M2M Plans (2020)

This summary gives you the important information you need to know about your MRMS Mobile Voice plan. It covers things like the length of your contract, billing, what’s covered and what’s not.

Information About The Service:

These MRMS Sim Mobile Voice plans offer a 4G Mobile Voice service on the Optus 4G Plus Network on a Month to Month term. The plans have monthly charges, included value allowances and Unlimited value allowances as follows:

Plan	Price	Data Allowance *	Voice Calls	Text	International Calls*
Lite Plan	\$9.95	1.5 GB	200 minutes	UNLIMITED	\$0
Basic plan	\$14.95	3.5 GB	300 minutes	UNLIMITED	\$0
Value plan	\$32.95	26 GB	UNLIMITED	UNLIMITED	\$0
Saver Plan	\$48.95	30 GB	UNLIMITED	UNLIMITED	\$0
Super Plan	\$65.95	50 GB	UNLIMITED	UNLIMITED	\$0

Recurring charges are payable monthly in advance. The allowances expire at the end of each month. The included National Data allowance includes all usage for both uploads and downloads. This is a stand-alone service and is not bundled with any other product.
* Pro-rata allowance applies in the first month.

BYO device

A compatible mobile (with the Optus 4G Network) device is required to gain access to the service and is required to be operated inside the coverage area. More information on device requirements and coverage is available here:

WWW.MRMSSOLUTIONSGROUP.COM.AU

Minimum term

Your minimum term is a full calendar month with the option to cancel with 28 day’s notice.

Included in this offer

The included National Data allowance can be used in Australia to access the internet from a compatible device. The National talk allowances can be used to make calls in Australia to Australian Fixed Lines & Mobile numbers. The Unlimited National SMS allowance can be used in Australia to send SMS to Australian Mobile numbers in Australia.

What is not included in this offer

The National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services, Premium SMS/MMS to numbers starting with ‘191’, ‘193 – ‘197’ and ‘199’, Premium/Paid content, content packs, directory assistance or any other content services or charges. The included National Data allowance or International Call allowance cannot be used whilst overseas.

The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred to another or into the current or following month if unused.

Subject to the MRMS Mobile Acceptable use Policy and the MRMS Terms and Conditions go to:

WWW.MRMSSOLUTIONSGROUP.COM.AU

Information about pricing

Minimum monthly cost

The Plan Price is the minimum financial commitment for the Plan you select. If your usage exceeds the included National Data Allowance, additional usage charges will apply. The most common charges used to calculate your usage (allowance and any excess) are as follows:

Usage in Australia	
Excess Call Rate per Minute to Fixed Lines & Mobiles for MRMS sim Lite & basic 4G Plan	\$0.20
Excess Call Rate per Minute to Fixed Lines & Mobiles for unlimited call plans	N/A
Excess Data Rate per GB Block (upload & download counted)	\$10.00

Excess Usage 1GB Data Blocks are automatically applied to your service at a cost of \$10.00 for any usage in excess of your Monthly Data Allowance. You may elect to limit your excess usage spend in My MRMS, under Spend Threshold Management.

Comparison rates

Standard Usage Charges (including GST)

2 Minute Standard Call to Fixed or Mobile numbers on unlimited call plans	Unlimited
Standard National SMS (Maximum 500 SMS monthly)	Unlimited
2 minute standard call to fixed or Mobile numbers for MRMS Sim Lite & basic 4G plans	\$0.40
Excess National Data per 1MB (charged per GB Block)	\$0.01

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make unlimited calls on the Unlimited minute call plans.

This is a summary only, full details on the Rate Table are available at WWW.MRMSSOLUTIONSGROUP.COM

The International Rate Table is available on the MRMS website: WWW.MRMSSOLUTIONSGROUP.COM

Credit Card Surcharge

Services that are paid by Credit Card (Visa or MasterCard) incur a 2.50% transaction fee. If you wish to avoid this charge, please select the Direct Debit option via bank account.

Other Information

Using Your Service Overseas

You cannot use your included Voice call minutes, SMS/MMS allowance and mobile data allowance if you are overseas. If you want to use your MRMS mobile phone plan when overseas, you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off in the My MRMS user facilities. **You will be charged at our roaming rates which are significantly higher than your normal mobile voice calls, message sent & received and data usage (note, roaming is only available for certain countries). To avoid surprises, see WWW.MRMSSOLUTIONSGROUP.COM.AU/plans-roaming for information on roaming call, message and data rates or call our Sales Team if you are unsure.**

MRMS Customer Contacts

When contacting MRMS for assistance, there are a number of options to facilitate your enquiry: WWW.MRMSSOLUTIONSGROUP.COM.AU

New Sales Details

Contact our Residential Sales Team on sales@mrmssolutionsgroup.com.au or call **1300164604** to order a new service or change your plan.

Support Details

Contact our Residential Support Team on Support@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need using your services.

Provisioning Details

Contact our Residential Provisioning Team on info@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need on the status of your new service.

Billing Details

Contact our Residential Billing Team on accounts@mrmssolutionsgroup.com.au or call **1300164604** to get all the help you need regarding your service usage details and monthly bill.

This is a summary only – the full legal terms for mobile services are available at WWW.MRMSSOLUTIONSGROUP.COM.AU

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact MRMS complaint resolution team at info@mrmssolutionsgroup.com.au or call **1300164604**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1300164604** For full contact information visit WWW.MRMSSOLUTIONSGROUP.COM.AU

