

Business Fleet

Service Eligibility – Business fleet mobile plans are only available for business customer with active ABN/ACN. This is a post-paid mobile service which gives you access to our network and all other features.

Service Description – Business Fleet mobile plans is a “Sim Only” plan for 24 or 36 months (unless mentioned in the contract different) using your existing mobile handsets. Users require an unlocked compatible handset to use the service.

Mobile Handsets / Hardware – As this a sim only plan you may use your existing handsets, and it must be unlocked. You may not be able to use locked device from previous provider to make/receive calls or any other features.

Calls Inclusions – All Local/National calls & all calls to mobiles are included within Australia, all calls 13/1300 & 1800 Numbers are included within Australia, SMS/MMS are included within Australia, call forwarding, Voicemail deposit/ retrieval, Wi-Fi calling and calling number display are included. Shared data across all fleet services on the same account. Fair go policy applies on all the business fleet plans and features.

Excess Data – Once you use all allocated data on account extra data will be added automatically to account at a cost of \$7/GB. Maximum 100 x 1 GB data can be added in a calendar month to account.

International Calls – All eligible plans can make unlimited calls to below mention 15 counties to Landline & mobiles. All 15 countries are China, Hongkong, Singapore, Malaysia, UK, Germany, India, New Zealand, South Korea, Vietnam, Greece, Ireland, Indonesia, Thailand & USA. Calling outside of these destinations are charge extra on top of the plans, for international call charges to outside of mentioned countries please visit www.Squareonetelecom.com/Internationalcallcharges

International Roaming – An International Roaming Pack is a once-off service add on which allows to use your mobile service outside Australia in eligible countries, each pack comes with a fixed allocation of data, SMS and Voice call minutes to be used within the life of an active roaming pack.

To opt into the new travel pack immediately use the below pack codes via SMS on 179. OR Contact us via phone or e mail and roaming pack can be activated manually from our support team. Roaming packs have various validity periods, but all start and end

at midnight AEST. If a pack is activated after midnight, it remains valid until midnight AEST on the expiry date.

Validity	Code	Price (Inc.GST)	Data	SMS	Voice Calls
3 Days	ROAM3	\$80	3GB	300	300 minutes
7 Days	ROAM5	\$70	5GB	30	30 minutes
14 Days	ROAM10	\$110	10GB	60	60 minutes

roaming pass is available for below 55 countries.

Austria, Belgium, Brazil, Bulgaria, Canada, Cambodia, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu and Vietnam.

Using your service outside of these countries are very expensive and we advise using local sim or enable your phone for any usage, if you are still unsure about the roaming charges, please reach out to Square one telecom via e mail or phone.

Mobile Plan		
Silver	Gold	Platinum
\$45	\$55	\$75
10GB Data to use within Australia	30GB Data to use within Australia	60GB Data to use within Australia
Part of Telstra's 4G/4GX Mobile Network	Part of Telstra's 4G/4GX Mobile Network	Part of Telstra's 4G/4GX/5G Mobile Network
Unlimited Standard Calls & SMS within Australia	Unlimited Standard Calls & SMS within Australia	Unlimited Standard Calls & SMS within Australia
e SIM ready	e SIM ready	e SIM ready
Data Share up to 300 Square one Mobile & Data Service	Data Share up to 300 Square one Mobile & Data Service	Data Share up to 300 Square one Mobile & Data Service
International Calls Not allowed	Unlimited calls International Calls to selected 15 countries	Unlimited calls International Calls to selected 15 countries
International Roaming Available on request	International Roaming Available on request	International Roaming enable by default
Download Speed Capped at 100 Mbps on 4G*	Download Speed Capped at 100 Mbps on 4G*	Download Speed Capped at 250 Mbps on 5G*

Exclusions – Some bared services like premium no (19x, 18x and VPN Nos), Direct International calls (Unless state otherwise), Directory assistance, video calls, Video MMS and other call types that not listed in plan inclusions. Any bundle discounts or ongoing credits will be applied on agreed terms on contracts, if you cancel service within contact terms early cancellation fees will apply and ETF will get calculated on total monthly plan value for a remaining month of contract. any discount or credit will be no longer available, and cancellation will be count on original plan value.

Coverage– Square one telecom acts as a reseller and uses part of Telstra's 4G & 5G Mobile Networks. On 4G Network typical upload speeds are 1Mbps to 40Mbps and download speeds are 1Mbps to 180Mbps, on 5G Network areas typical upload speeds are 1Mbps to 40Mbps and download speeds are 1Mbps to 250Mbps.Speed may be very affecting lots of factors including location, Mobile device capabilities, local weather condition, local traffic congestion, distance from the base stations.

Billing – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or sending an e mail or via phone. Paperless billing and electronics payments are free. Your bill will be email to your nominated e mail address. Paper bill is available as option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don't pay your bill by due date \$19.95 late payments fees applies.

Plan Changes – You can request a plan change anytime, you can upgrade your plan anytime without any cost, downgrading plan is not available on any plans.

Fair go Policy – You must not use the services in an unacceptable, unreasonable, or fraudulent manner or to generate mobile terminating access or SMS messaging terminating access payments or causes congestion to the network. We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

Feedback and Complaints – We will always encourage you to contact us first via e mail or phone call if you are not satisfied with the services or the solution we provided. We are committed to provide you the great service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on 1800062058 OR submit an online inquiry at www.tio.com.au