

Mobile Pooled SERVICES

Critical Information Summary



Business Grade Mobile Pooled Services

Information About the Service

Aatrox Communications offers Mobile Pooled Plans designed to help Australian businesses efficiently manage their mobile data usage across multiple users. These plans are tailored for teams seeking scalability, cost-effectiveness, and seamless integration with Telstra's extensive network

Plan	10GB Mobile Plan	30GB Mobile Plan	45GB Mobile Plan	60GB Mobile Plan
Monthly Cost	\$22.00	\$25.00	\$30.00	\$40.00
Data Allowance	5GB	12GB	25GB	32GB

All prices exclude GST. All services are open term.

Plan Details:

Plan Speeds	100/100 Mbps
Calling, SMS and MMS - AUS	Unlimited To standard Australian numbers
Calling, SMS and MMS – International	Pay as you go or purchase an International Call & SMS Pack

Roaming Data Allowance – International

Add on an International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.

Roaming Calls, SMS and MMS – International

Unless already switched off, International Roaming and Day Pass will be automatically enabled on all mobile plans for selected overseas destinations.

What's Included

Your plan is for a post-paid mobile phone service that provides access to the Telstra Wholesale Network. It can be used within Australia to:

Receive calls, MMS, SMS and access data.

Make calls and send SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers.

Share data between eligible mobile or data plans on your account.

Call, SMS and MMS to standard international numbers

What's Not Included

The plan cannot be used for:

SMS & calls to premium numbers (e.g. 19xx numbers) Calls to some satellite numbers

Mobile SERVICES

Critical Information Summary



Business Grade Mobile Services

Your Device:

You may bring your own device but it's important to note that You must make sure your device is compatible, or it may not be able to make calls, including calls to emergency services. See telstra.com/support/mobile-devices/enable-volte-mobile-phone for more information on compatible devices.

Your Data Usage:

You're required to follow our Fair Use Policy and avoid using the service in any unacceptable, excessive, or fraudulent way, or in a manner that negatively impacts network integrity or causes major congestion.

You'll receive SMS and/or email alerts in near real-time when you reach 50%, 85%, and 100% of your data allowance. To monitor your usage, download the My Telstra app on your smartphone or tablet.

Plan Speeds:

Speeds may vary due to factors such as location, distance from a tower, local conditions, concurrent users, hardware and software configuration and download/upload destination. For coverage information, see telstra.com/coverage

Billing Information:

Monthly service charges will be billed two months in advance. Call usage for your inbound service will be billed a month in arrears.

Your current account balance, invoices, un-billed call usage for the month so far is available at

<https://billing.aatroxcommunications.com.au>.

Sales/Support Contact Details

For Aatrox Communications Sales/Support please use one of the following contact methods:

For Sales call: 0383972990 email: sales@aatroxcommunications.com.au

For Support call: 0383972990 email: support@aatroxcommunications.com.au

Business Hours: 9:00am to 6:00pm AEST Monday to Friday.

After hours support available.

<https://aatroxcommunications.com.au/contact-us/>

Complaint Escalation Process

Aatrox Communications have a support and management team who strive to give the best customer service possible. If you have exhausted all avenues for resolving your complaint within Aatrox Communications and if you are still not satisfied with the solutions suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. **For full contact details visit: <https://www.tio.com.au/about-us/contact-us>**

Other information:

Aatrox Communications may be used to call the emergency number 000. VoIP should not be regarded as a reliable service in an emergency. VoIP Services are not recommended if your business requires a uninterrupted phone line due to disability, serious illness or other life-threatening condition.