PTC Mobile Critical Information Summary – Sim Only Plans – With CARE + Pro

These plans are for a post-paid mobile service. This gives you access to a mobile phone number and allows you to make and receive calls, send and receive messages and access mobile data all within Australia. The minimum contract term for each plan is 1 month.

PLAN	STARTER	ESSENTIAL	CORE	PRIME	ULTRA
Minimum Monthly Charge	$39.99	$49.99	$59.99	$69.99	$74.99
Total Minimum Cost	$39.99	$49.99	$59.99	$69.99	$74.99
Monthy Call allowance	Unlimited^	Unlimited^	Unlimited^	Unlimited^	Unlimited^
International SMS	Unlimited^	Unlimited^	Unlimited^	Unlimited^	Unlimited^
Standard National SMS	Unlimited^	Unlimited^	Unlimited^	Unlimited^	Unlimited^
Standard National MMS & VIDEO MMS	2000 per bill cycle*	2000 per bill cycle*	2000 per bill cycle*	2000 per bill cycle*	2000 per bill cycle*
International Calls	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries	Unlimited^ to 20 Selected Countries
Limited International Calls – Limited IDD Minutes	Limited^ to 20 Selected Countries (60 Minutes)	Limited^ to 20 Selected Countries (120 Minutes)	Limited^ to 20 Selected Countries (180 Minutes)	Limited^ to 20 Selected Countries (240 Minutes)	Limited^ to 20 Selected Countries (240 Minutes)
Monthly Data Allowance	15GB	45GB	75GB	120GB	160GB
Data Gifting	Data Gifting Up to 8GB /mo	Data Gifting Up to 23GB /mo	Data Gifting Up to 38GB /mo	Data Gifting Up to 60GB /mo	Data Gifting Up to 80GB /mo
Data Bank Allowance	1000GB	1000GB	1000GB	1000GB	1000GB
^Fair Use Policy applies. All for use in Australia only. Calls, SMS and voicemails to standard Australian numbers.					
*Standard VIDEO MMS Charges apply once included limit is exceeded.					
There is no minimum term. You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account including the plan fee for the month of cancellation. Any included call and data value will be forfeited on termination and cannot be transferred.					

Information about the service:

Mandatory goods

You need a 4G/5G compatible handset to use this service. The device needs to support 4G 1800MHz, 4G 700MHz with banding (2600Mhz and 2100Mhz), 5G n5 (850MHz), n7 (2600MHz), n78 (3.6GHz) and n258 (26GHz) banding so that you can get the best service possible. To access 5G, you'll need a 5G compatible device, be on a plan that includes 5G and be in the Telstra Wholesale 5G coverage area. To see if 5G coverage is available where you need it visit https://ptcmobile.com.au/network-coverage/

Minimum contract term:

- 1 month for the mobile service.

What's included in your monthly allowance

Your monthly call allowance can be used for standard national calls, SMS and MMS to standard Australian landline and mobile numbers, SMS and MMS as outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers. Your monthly data allowance can be used to access the internet from your 4G/5G compatible handset.

What's excluded from your monthly allowance

International calls, international MMS, national video calls, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at https://ptcmobile.com.au/terms-and-conditions/

Excluded functions

Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

Monthly data allowance

The monthly data allowance in respect of each plan is set out in the table above. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 1GB to your service at a charge to you of $10 ($0.0098 per MB) 1GB (Gigabyte) = 1,024MB (Megabytes). A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.

Data Bank allowance

Unused data will rollover into your Data Bank. The limit of your Data Bank allowance in respect of each plan is set out in the table above. Any data over that limit will not rollover and will be forfeited. Data Bank data will only be used once you have exceeded your monthly data allowance. If you exceeded the data allowance and exhausted your Data Bank balance, you will not be able to use data until the start of next month on your plan, unless you purchase an optional Data Bolt-On. If you move your plan to a higher rate plan, your accumulated data in your Data Bank will be retained. If you move to a lower plan or a plan that does not support the Data Bank facility, any accumulated data in your Data Bank allowance will be forfeited.

Information about pricing:

Please see the table above for the price of each plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge.

International calls:

PTC Mobile plans, Essential, Core, Prime and Ultra include Unlimited Calls to these 20 Selected Countries: Bangladesh, Brazil, China, Canada, Colombia, Denmark, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.

PTC Mobile plans, Essential, Core, Prime and Ultra include Limited International Calls to these 20 Selected Countries – Limited IDD Minutes can be used to call these countries, please refer to table for included IDD minutes per bill cycle month: Cambodia, Chile, Cyprus, Czechia, Egypt, France, Germany, Indonesia, Italy, Lebanon, Mauritius, Nepal, Nigeria, Pakistan, Philippines, Romania, Spain, Sri Lanka, Taiwan, Turkey.

Call rates

PLAN	STARTER	ESSENTIAL	CORE	PRIME	ULTRA
Cost of using 1MB of Data	$0.002604	$0.001085	$0.000781	$0.000570	$0.000458

All our charges for calls, SMS, MMS, video MMS, voicemail retrieval, 13/1300 numbers, 1223 Directory Assist etc can be found at Other calls, SMS and MMS can be found at https://ptcmobile.com.au/terms-and-conditions/

Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included call and data value will be forfeited on termination and cannot be transferred.

Special promotions and value adds

This summary excludes any special promotions, or value adds that may be associated with your contract of may be added by you after your contract commences.

Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit www.ptcmobile.com.au/how-much-data-do-you-really-use

Annual Price Review

At PTC Mobile, we review our plan pricing annually to ensure we can continue providing reliable and high-quality telecommunications services to our customers. As part of our annual review process, PTC Mobile may adjust plan pricing based on changes to supplier costs and the overall cost of providing our services. We'll let you know before any changes take effect. For more information refer to the Annual Plan Price Review Policy at https://ptcmobile.com.au/policies/

Other Information:

Billing

The billing cycle of your PTC Mobile account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A $2.50 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the PTC Mobile member's area at www.ptcmobile.com.au/customer_login

Usage Information

You will automatically receive an SMS alert on reaching 100% of your bonus data and call inclusions. You will then receive SMS/email alerts when you reach 50%, 85% and 100% of your included monthly call and base data allowances. You can monitor your service usage by logging into your account online at www.ptcmobile.com.au/members For full details of the PTC Mobile usage alerts visit www.ptcmobile.com.au/Managing-your-usage

Using your service overseas:

International Roaming is currently available on the LIVE Plans in selected countries. Refer to https://ptcmobile.com.au/international-roaming . Charges for international roaming are higher than standard call costs and data usage may also be more expensive.

Customer Support

For more information go to www.ptcmobile.com.au or Call us: 9am – 9pm AEST (Mon-Fri) 9am – 6pm AEST (Sat-Sun) on **1300 492 193** (within Australia) and +61 03 9967 1822 (from overseas).

Telecommunications Industry Ombudsman If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint, you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

Important Information:

Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. For details of our Fair Use Policy see https://ptcmobile.com.au/policies/fair-use-policy/

This is only a summary. This plan with full terms and conditions can be found at https://ptcmobile.com.au/terms-and-conditions/ This information is correct as at 10th of October 2025 and is subject to change where we are permitted to do so by law. Visit www.ptcmobile.com.au for updated information about our plans and services. PTC Protec Pty Ltd t/as PTC Mobile (ABN 47 910 955 731)