

Critical Information Summary

TalkOne (2024) 10GB TW Mobile Pool

Version 2 | Effective 2025-10-01



TALKONE FLEET

TalkOne (2024) 10GB TW Mobile Pool

ITEM	WHAT APPLIES TO THIS PLAN
Service description	A postpaid mobile service using a shared data pool.
Minimum term	Month to month
Minimum monthly charge inc GST	\$32.99 per month
Monthly data inclusion	10GB
Setup charge	Any SIM, delivery or non-standard setup charge is shown in the order before submission. No undisclosed setup charge applies.
Maximum monthly charge	A maximum monthly charge cannot be calculated because optional, international, premium and other excluded usage varies. Any recurring plan and bolt-on charges are shown before they are ordered.
Standard calls and SMS	Unlimited standard national calls and SMS in Australia, subject to the acceptable use policy.
MMS	Standard national MMS is included for compatible mobile voice services. Premium and international MMS are excluded.
International calls and messages	International calls, SMS and MMS are not included. Available international options and published rates apply when enabled.
Call forwarding	Call forwarding is available on mobile voice services. Forwarded calls are treated as an outgoing call to the forwarded destination.
Network and speed	4G service on the Telstra Wholesale Mobile Network. No minimum speed is guaranteed. Actual speeds depend on coverage, device capability, network availability, congestion and the technical limits of the selected wholesale tariff.
DataBank or shared pool	10GB is shared across eligible active services connected to the pool. Pool membership and billing rules apply.
Additional or excess data	Additional data is available only through an eligible bolt-on requested from TalkONE. The allowance, price and expiry are shown before it is added. When included and eligible banked data is used, data access stops unless an available data bolt-on is requested and confirmed.
International roaming	International roaming is not included and is not automatically enabled. Available roaming packs, destinations, inclusions, price and expiry are shown before purchase.
Early termination	There is no early termination fee for the month-to-month plan. Charges continue until cancellation takes effect, and outstanding usage or other authorised charges remain payable.

INFORMATION ABOUT THE SERVICE

Additional data

Additional data is available only through an eligible bolt-on requested from TalkONE. The allowance, price and expiry are shown before it is added. When included and eligible banked data is used, data access stops unless an available data bolt-on is requested and confirmed.

DataBank or pool

10GB is shared across eligible active services connected to the pool. Pool membership and billing rules apply. Included data resets each billing cycle. Eligible unused data can be stored in DataBank up to the stated cap while the service remains on an eligible plan. DataBank is not transferable or redeemable for cash. When available data is used, service access stops unless an eligible bolt-on is requested and confirmed.

International use

International calls, messages and roaming are not part of the monthly charge. They may require TalkONE approval and compatible network and device settings. If enabled, separate published rates apply and usage information can be delayed. Check current availability and rates before travel or calling overseas. International roaming is not automatically enabled and can result in higher charges. Check eligibility, destinations, pack inclusions and current rates before travelling.

Offer limitations

This offer is available to eligible TalkONE business customers for approved commercial use. It may not be resold or used unlawfully, fraudulently, for machine-generated bulk messaging or contrary to the acceptable use provisions in the full terms. Premium, satellite, international, directory assistance and special services are excluded unless expressly stated. Separate published rates apply where the service is enabled.

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MANAGING YOUR SERVICE

What is included

This is a postpaid business mobile service. The monthly charge includes the stated data allowance and, for a compatible mobile voice service, unlimited standard national calls and SMS in Australia for ordinary business use. Premium, satellite, directory assistance, international and other special services are excluded unless expressly stated.

Service provider and network

TalkONE is supplied by Talk One Pty Ltd (ABN 51667084880). TalkONE supplies and bills the service using the Telstra Wholesale Mobile Network and is responsible for customer service and complaints. Coverage and speeds vary. A compatible unlocked device and TalkONE SIM or eSIM are required. A device is not included unless separately stated in the order.

Equipment, coverage and qualifications

A compatible device and coverage are required. Coverage, speeds and performance vary by location, device, network conditions and congestion.

Minimum term and cancellation

Minimum term: Month to month. There is no early termination fee for the month-to-month plan. Charges continue until cancellation takes effect, and outstanding usage or other authorised charges remain payable.

Billing period

Monthly access charges are billed in advance and eligible usage charges are billed in arrears. The invoice shows the billing period, due date and payment method. Usage events can arrive after the period in which they occurred.

Activation and first invoice

The first invoice may include a part-month charge from activation to the next billing-cycle date and the next monthly charge in advance. Usage-based charges are billed after use and can appear on a later invoice.

Plan changes and cancellation

Contact TalkONE to request a plan change or cancellation. A change may begin from the next billing cycle and eligibility rules may affect DataBank or pool balances. Charges continue until cancellation takes effect.

Payments and fees

Pay using a payment method accepted by TalkONE and shown on the invoice. Any applicable payment, dishonour, late, paper-bill, restriction or reconnection fee is described in the full terms or relevant fee schedule. Contact TalkONE promptly if payment may be difficult.

Payment assistance

Payment assistance is available at <https://talkone.au/payment-assistance>.

Access your usage

Current usage can be viewed in the TalkONE portal. Usage information is indicative, may be delayed and should not be treated as a real-time balance.

Usage alerts and spend management

Use the TalkONE portal to monitor indicative usage. Alerts are a helpful reminder but can be delayed. Customers remain responsible for authorised usage and charges.

Customer service

Call 1300 4 TALK1 or email hello@talkone.au. Email: hello@talkone.au. Website: <https://talkone.au>. Postal address: PO Box 7249, Toowoomba City QLD 4350.

Complaints and the TIO

Use the TalkONE complaints process at <https://talkone.au/complaints>. If a complaint remains unresolved, contact the Telecommunications Industry Ombudsman.

Full terms and useful links

Full terms: <https://talkone.au/terms>
Coverage: <https://talkone.au/coverage>
Outages: <https://talkone.au/outages>

About this summary

This document is a summary only and does not replace the full terms. It is version 2, effective 2025-10-01. Read it with the full terms and your order confirmation.