CRITICAL INFORMATION SUMMARY

PureComm Mobile Voice

Description of this service

This service is a 5G mobile voice and data service utilising the Telstra 5G Mobile Network and is serviceable wherever the Telstra 5G Network is available. This service delivers a 5G mobile connection to your mobile device where available. The minimum contract term is 1 month.

The monthly plan fees include local, national and mobile calls, SMS and MMS to standard national mobile numbers, a data allowance and a physical SIM configured with the Telstra 5G Mobile Network.

Mandatory Components and Conditions

A compatible mobile device is required to use the service and must be supplied by the customer. The device must be unlocked and able to use the Telstra 4G network.

Your monthly included calls, SMS and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers, or content charges. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard rates.

Monthly Data Inclusions

Monthly data inclusions are set out in the table below. If you use more than your included data during your billing month, PureComm will automatically top up your service with an additional 2 GB and charge $20 at each occurrence. Data expires at the end of each billing month. Data is counted in kilobytes and includes uploads and downloads.

Connection Fee

There is no connection fee.

Contract Term

PureComm Mobile services are available on a month to month basis with a minimum term of 1 month.

Call Rates

This Plan includes unlimited calls to local, national and mobile numbers. Rates are subject to change at any time. International Rates International Calls are not included in the Business SIP LNM Plan. Please contact us for specific country rates. Rates are subject to change at any time.

Calls to 13 / 1300 numbers

This Plan does not include calls to 13 / 1300 numbers.

Calls to Service numbers

This Plan does not include calls to Service Numbers.

International Calls

This Plan does not include calls to International Numbers.

Billing Information

Billing occurs monthly on approximately the 15th of each month. Payment will be collected automatically 7 days later by direct debit. A direct debit authority is mandatory for this service.

Usage Information

Please email accounts@purecomm.com.au if you want to obtain call and data usage information.

Emergency Services

This service does not guarantee uninterrupted access to 000 Emergency Services. This service will not function in the event of power loss. Priority Assistance is not available on these services.

Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 0749310388 or by sending an email to admin@purecomm.com.au if you have any questions, would like to give feedback or make a complaint.

5G Mobile Voice & Data Pricing

Plan	Small	Medium	Large	Xtra Large
Monthly Fee	$50.00	$55.00	$65.00	$90.00
Included Data	40GB	65GB	100GB	180GB
Standard Calls	Unlimited			
SMS and MMS	Unlimited			
Contract Term	1 Month			
Minimum Total Contract Value	$50.00	$55.00	$65.00	$90.00

Comprehensive List of Call Charges	Flagfall	Per Minute
STANDARD CALL TYPES		
Calls to Mobiles	$0.00	$0.00
Calls to Fixed (all carriers)	$0.00	$0.00
Call Forwarding	$0.00	$0.00
10 Digit 1300 numbers	$0.00	$0.00
6 Digit 13 numbers	$0.00	$0.00
8 Digit 1345 numbers	$0.00	$0.00
1800 numbers	$0.00	$0.00
VoiceMail Divert	$0.00	$0.00
VoiceMail Retrieval	$0.00	$0.00

NON-STANDARD CALLS	Flagfall	Per Minute
Video Calls (national)	$0.41	$2.16
Video Calls (international)	$0.54	$3.65
National Directory Assistance	$0.68	$0.00
Telstra Mobile Satellite	$0.49	$1.48
Optus Mobilesat	$0.44	$2.44
MESSAGING - Per Message		
SMS	$0.00	
SMS to 13/1300, SMS to 18/1800	$0.09	
SMS to international numbers*	$0.34	
MMS Standard (national)	$0.00	
MMS Standard (international)	$0.68	
MMS Video (national)	$0.41	
MMS Video (international)	$0.95	
Message2Text	$0.00	

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: https://www.tio.com.au/complaints

More information

This CIS is a summary only. Please contact PureComm Data & Voice for further information or visit our website www.purecomm.com.au for full Terms and Conditions. This summary valid as of April 2026.