8NETWORKS

Critical Information Summary SIM Only Plans

EFFECTIVE OCTOBER 2026

Services Description	SIM-only mobile service (calls, SMS/MMS and data). A compatible 4G/5G handset is required. Minimum term: 1 month (month-to-month, auto-renews monthly unless cancelled). Minimum monthly charge: $29–$66 per month (includes GST, depends on plan selected). Maximum monthly charge: Not calculable (optional data bolt-ons, roaming and PAYG charges may apply). Maximum early termination charge: $0.

PLAN	Essential	Standard	Standard Plus	Premium	Premium Plus
Prices includes GST	**$29**	**$37**	**$47**	**$58**	**$66**
Included data in Australia	15GB	45GB	100GB	150GB	180GB
Cost per MB of included data 1GB = 1024 MB	$0.00189 / MB	$0.00080 / MB	$0.00046 / MB	$0.00038 / MB	$0.00036 / MB
Network Access	5G				
Data Banking	Up to 1000GB				
Plan term	1 Month				
Standard National CALLS, SMS, including 13/1300/1800 and Voicemail	Unlimited				
Max Upload/Download Speed in Mbps	150/150	150/150	150/150	250/250	250/250
Number Porting	You have the option to transfer your existing phone number from your current provider for free				
International Calls/SMS	Unlimited to selected countries Landline and mobile calls included countries: China, France, Germany, Greece, Hong Kong, India, Ireland, South Korea, Malaysia, New Zealand, Singapore, United Kingdom, Vietnam. Mobile calls included countries: Thailand, USA.				
International Roaming	Yes available in 68 Countries, Please check the “International Roaming and Travel Packs information” on how to activate.				
MMS Photos in Australia	Unlimited				
MMS VIDEOS in Australia	PAYG Rates apply.				
MMS International	PAYG Rates apply.				
Data Bolt-ons (in Australia)	Users can opt for a 2GB Auto Data Bolt-On, a 1GB Manual Data Bolt-On, or a 5GB Recurring Bolt-On, each priced at $10, $10, and $35 respectively.				
Exit Fees	Although there are NO exit fees; however, you should be aware that you will not get back any refunds, or credit refund for unused days in your current billing period.				

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Information about your service

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Conditions of Service

To ensure continued service, accounts must be paid by the due date. Failure to do so may result in service restriction, suspension, or cancellation. All Terms and Conditions are available at: https://8networks.com.au/terms

International Roaming

8 Networks International Roaming covers 68 countries across Europe, Central Asia, the Middle East, Africa, Asia-Pacific, and the Americas (see "International Roaming and Travel Packs"). On arrival, reply with your pack code (ROAM3, ROAM5, or ROAM10) to 179 to activate. SMS alerts are sent at 50%, 85%, and 100% data usage

Changing plans

You can change your plan to a higher or lower value by contacting 8 Networks support at no fee. Changes take effect at the end of your billing cycle. Immediate changes incur full payment for the new plan plus one month in advance, and any prepaid amounts for the previous plan are non-refundable.

First Billing Period Statement

Your first bill includes a prorated charge from activation plus the full upcoming cycle, so it may be higher than future bills. From the second cycle onward, only regular monthly charges apply unless services change or extra fees are added.

Payment Options

Monthly charges and any additional usage fees are due on the 8th. Payments can be made via Direct Debit using either a bank account or credit/debit card. Direct debit incurs no processing fees. For more details, please visit www.8networks.com.au.

Complaints (internal dispute resolution)

If you have a complaint, please contact 8 Networks first so we can try to resolve it:
Email: info@8networks.com.au
Phone: 1800 921 212
Live chat: www.8networks.com.au
If you're not satisfied with our response, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or visit www.tio.com.au.

Contact us

Email: info@8networks.com.au
Customer Care: 1800 921 212
Sales: 0851225190
Chat: Live chat on 8 Networks website (www.8networks.com.au)
Monday to Friday 9am-7pm AET
Sat&Sun (Technical Support) - 9AM - 5PM AET

Annual Price Review

Mobile plan prices are reviewed each year and may change based on CPI. Any changes take effect from the September billing cycle, and customers will be notified in advance.

Data Banking

Unused data rolls over monthly into a data bank (up to 1000GB), including purchased data. Upgrading keeps banked data; downgrading deletes it. Suspended services keep existing data but don't accumulate more. Termination or porting out deletes all data and resets accumulation. Data banking applies only in Australia and not while roaming.

Canceling the 8 Networks Service

If you port your service to another provider, your 8 Networks service will usually cancel once the transfer completes and billing should stop. If you want to cancel without porting out, or if you are unsure whether your service has canceled, please contact 8 Networks before your next billing date. Any outstanding charges (including your final bill) remain payable.

Billing date, notices and amounts, period

The billing cycle runs from the 28th to the 27th. Bills are issued 3–5 days after the 28th by email or post (paper bills cost $2.50). You can manage usage and payments via your online 8Networks account. Services renew monthly unless canceled or transferred, and payments made are non-refundable.

Data and call usage information

Track your 8Networks usage via your account or by dialing *179#. SMS alerts notify you at 50%, 85%, and 100% usage (updates may be up to 48 hours old), and you'll get an SMS each time a data bolt-on is added.

Legal terms and conditions

This document provides a summary of 8 Networks' standard services only. Full and legally binding terms and conditions are available on the 8 Networks website. From time to time, promotional offers may apply and include variations, discounts, or additional benefits. Where a promotion applies, its specific terms will take precedence over this summary.