FOXUS 45 GB mobile - Critical Information Summary

New-service offer | Version 2026-11-19.2 | All charges include GST

New connections are currently unavailable. This summary sets out the selected new-service offer; it does not activate a service or change an existing service.

Provider and service

Arbil Group Pty Ltd, ABN 49 642 695 323, trading as FOXUS. Both brands use the operator's shared support: support@foxus.com.au; 1800 036 987; PO Box 157, Broadway NSW 2007.

The 45 GB mobile plan is an Australian monthly mobile service with 45 GB of included data per monthly billing period.

Plan summary

Item	Offer details
Plan reference	11156144
Monthly service charge	$49.50 per month, including GST
Introductory pricing	None. The approved ongoing monthly price applies from the first billing cycle.
Included base data	45 GB per monthly billing period
New-service setup	$16.50 once, after successful activation, for an eSIM or a supported physical SIM you already hold. No setup charge for a failed activation attempt.
Minimum plan and setup cost	$66 for one full monthly plan charge and setup. Activation-related part-month charges can make the first invoice higher.
Comparative data cost	Approximately $0.001100 per MB, including GST, using the monthly plan charge and 1 GB = 1,000 MB for comparison. This is not an excess-data rate; setup is separate.
Minimum term	One month, then continuing month-to-month.
Early termination	$0 early-termination charge.
Maximum product speed cap	150 Mbps download / 150 Mbps upload; actual speeds vary.
New-activation spend setting	$0 excess-spend limit. No automatic paid data top-ups.
Paid international add-ons	No paid international calling or SMS bundle is included.

Included Australian calling and messaging

Unlimited standard national calls and SMS are included. Standard calls include Australian landlines and mobiles, 13/1300/1800 numbers and voicemail. Standard photo MMS within Australia and call forwarding to Australian fixed lines and mobiles are also included.

Video MMS, international MMS, premium or special-number services and other non-standard usage are outside the standard Australian inclusions. No paid international calling or SMS bundle is included. Contact support for international availability and the applicable separately priced options and rates before using an optional service.

FOXUS mobile service details

Network, device and data

The service uses the Telstra Wholesale Mobile Network. Actual performance varies with location, coverage, congestion and your equipment. Use a compatible device; 4G voice requires VoLTE support and 5G access requires a compatible device and available 5G coverage.

Your plan includes 45 GB per monthly billing period. Data use beyond that allowance is not included in this offer. No automatic paid data top-ups are added, and new services are ordered with a $0 excess-spend setting. Contact us about available plan or extra-data options before agreeing to any additional charge.

For call and data usage information, sign in to your customer account or contact support@foxus.com.au or 1800 036 987. Usage updates may be delayed.

SIM, number transfer and international roaming

Use a supported physical SIM you already hold or a supplier-assigned eSIM offered for this plan. A number transfer requires the account-holder details, separate verification and transfer authority. Keep your existing number active while its transfer is arranged.

New physical-SIM supply and delivery is currently unavailable. The selected optional kit charge is $38.50 including GST, in addition to setup, if this option becomes available and you expressly select it in a later accepted quote. It is not charged for an eSIM or a physical SIM you already hold.

International roaming is not included in the monthly allowance. The base plan has pay-as-you-go roaming data, SMS and voice barring. No roaming pack, destination list, duration or price is promised by this offer; contact support about any separately agreed travel option.

Billing and payment

Service charges begin when the SIM service is activated. The monthly billing period is the 28th to the 27th, and the monthly bill is issued on the 28th. New customers receive invoices electronically and need a valid email address.

If activation occurs on a day from the 1st to the 27th, the first bill includes the prorated current period plus a month in advance. The first bill can therefore be higher than the ongoing monthly charge. The accepted quote and invoice identify the applicable initial period and total.

The ongoing full-month charge is $49.50. Setup is $16.50, invoiced once after successful activation. The first invoice identifies the activation-related and advance periods, accepted one-off charges, total and due date.

This offer uses invoiced billing. The website does not take an upfront service payment or make a separate card debit. Pay the invoice using the payment methods, customer reference and due date printed on that invoice. Available operator options include BPAY, bank transfer and card payment by phone where offered on your invoice. Direct debit requires a separately agreed authority.

Changes and cancellation

The service continues monthly. Contact support@foxus.com.au or 1800 036 987 to request a plan change or disconnection. If moving your number to another provider, arrange the port before cancelling; billing stops when the port completes.

There is no early-termination charge. For an ordinary customer-requested cancellation or number transfer, unused days in the current billing period and amounts already paid in advance are not credited. Contact support to confirm the effective date and final account amount.

Support, payment help and complaints

Contact the shared support team at support@foxus.com.au or 1800 036 987 for FOXUS service, billing, cancellation, payment-assistance or complaint enquiries. Tell us which brand and service your enquiry concerns.

If a complaint is not resolved, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or at https://www.tio.com.au/make-a-complaint.

About this new-service offer

This summary applies to a new service ordered under this offer. It does not change an existing service or its terms unless a separate change is agreed. All prices shown are in Australian dollars and include GST.

Availability depends on the supported connection, account checks and the offer presented in your accepted quote. This summary does not itself place an order or activate a service. The service terms and any applicable charges are provided with the offer before you accept it.