

# Critical Information Summary – AS YOU GO

Valid from 19 October 2022

## Information About The Service

### Description of the Service

amaysim AS YOU GO is a mobile plan in which you simply pay for what you use. You need to purchase and activate an amaysim SIM card.

### Is AS YOU GO bundled with any other Telecommunications Services?

No, you bring your own mobile, tablet or laptop.

### What's Included

With amaysim AS YOU GO you simply pay for what you use, the following rates apply:

- 12c / min standard calls
- No Flagfall
- 12c / standard SMS
- 5c / MB
- 365 day Prepaid credit expiry
- All Australia-wide

T&Cs & Fair Go policy applies.

Calls to amaysim service numbers (555,568,567) are free.

For a list of rates for international calls go to:

[www.amaysim.com.au/international-call-costs](http://www.amaysim.com.au/international-call-costs)

Please see our full list of rates in the [Price Table](#).

### What's Not Included

Calls to 19 numbers are blocked and cannot be made using amaysim AS YOU GO.

### Minimum Term

No Minimum Term. Prepaid credit expiry is 365 days.

## Information About Pricing

### Total Minimum Monthly Plan Cost

There is no minimum monthly plan cost, with amaysim AS YOU GO you only pay for what you use.

### Total Maximum

There is no minimum monthly plan cost, with amaysim AS YOU GO

### Monthly Plan Cost

you only pay for what you use

## Critical Information Summary – amaysim AS YOU GO continued

### Early Termination

With amaysim, there is no minimum term contract, so you can cancel whenever you want. There is no fee for cancellation. We just ask that you send an email to [service@amaysim.com.au](mailto:service@amaysim.com.au). Please note, you could receive invoices with delayed usage charges up to 2 months after you disconnect.

If you terminate the plan you will be charged for what you have used. For Pre-paid any remaining credit will not be refunded.

### Cost of 2 Minute Standard National Call

24c / 2min

### Cost Standard National SMS

12c / SMS

### Using Data in Australia

5c / MB

## Other Information

### Using Your Service Overseas

amaysim's roaming service operates in a number of countries so that you can stay in touch with family, friends and colleagues. Just be aware that while it's easy to connect, charges for international roaming are higher so make sure you review our [roaming](#) service charges.

### Spend Management Tools

To check your balance or to view your bills or usage, login to [My amaysim](#)

### Help and Support

If you have any questions, go to [www.amaysim.com.au/help](http://www.amaysim.com.au/help), click on the Live Chat link, email [service@amaysim.com.au](mailto:service@amaysim.com.au), call 567 free from your amaysim mobile in Australia, or call 1300808300 from any other phone (standard call charges apply).

Should you wish to access amaysim's complaints handling process please see [www.amaysim.com.au/terms-policies](http://www.amaysim.com.au/terms-policies)

The Telecommunications Industry Ombudsman is contactable at: [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us), by phone on 1800062058, by Fax on 1800630614, by post at PO Box 276 Collins Street West, Vic, 8007.

### This is a summary only – full legal Terms and pricing available at:

[www.amaysim.com.au/terms-conditions.html](http://www.amaysim.com.au/terms-conditions.html)