

Critical Information Summary 365GB 365 Day Data Plan

Valid from 28 April 2025

Information about the service

Description of the Service

365GB 365 Day Data Plan (Data Plan), is a "Data Plan" where you make a set payment giving you certain data services for a 365 day period (see What's Included below). You need to purchase and activate an amaysim SIM card online from: www.amaysim.com.au

Are these plans bundled with any other Telecommunications Services?

No, you bring your own mobile device. You may purchase additional Data Top-Ups which can be used with your chosen Data Plan.

What's Included

When you're in Australia the following services are included in your payment depending on the plan you choose:

Plan Inclusions (All for use in Australia)	365GB 365 Day Data Plan
Plan Cost. (Minimum for 365 days)	\$350.00
Data Inclusion (uploads & downloads)	365GB / 150Mbps Download Speed Cap
Cost of using 1MB of Data in Australia	\$0.001
Data Rounding	1KB
Minimum Term	365 days
Excess Data	\$10 / 1GB
Data Bank	Unlimited

Pre-Paid Data Top-Ups

As a Pre-paid customer, you may manually add Data Top-Ups at \$10 per 1GB where required. At the end of your 365 day period, you'll automatically be moved back to your plan's inclusions and charges. Data Top-Up inclusions expire after 30 days, or at the same time as your existing Data Plan, whichever comes first (unless the Plan fails to renew). Data Top-Ups are measured in kilobytes, and include uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is \$0.0098.

Data Bank

Unused included data will roll over to the next recharge ("Data Bank"). Data Bank will generally be used after any bonus data, Data Top-Ups and included data for the current recharge is used. From time to time, network behaviour may mean that data is used in a different order however total data inclusions will remain unchanged. Data Bank will expire if your Data Plan is cancelled, if your phone number is ported to another service provider or if you move from your chosen Data Plan to another plan. If a Data Bank is included in your chosen Plan, we'll send you combined usage notifications, consisting of the total Data Bank and the Plan data inclusion amount. Data Bank can never be redeemed for cash.

Automatic Renewal

Each time a Data Plan is added (or re-added) to a Service, auto-renew is switched ON by default. This means you'll need to manually switch auto-renew off once a new renewal period has started, if you do not want to renew your Plan. This can be done through the amaysim app or My amaysim.

Early Renewal

You may elect to renew your inclusions early by repurchasing the amaysim Data Plan at any time. If you repurchase the Data Plan, your current plan will be cancelled, and you will forfeit all existing plan inclusions. If you chose to repurchase the Data Plan you must pay the entire 365 day fee, even if you cancel your current plan part way through a 365 day period (in other words, there will be no refund as a Pre-paid customer).

Fair Go Policy

amaysim's Data Plans are subject to the amaysim [Fair Go Policy](#) which ensures amaysim can continue to provide high quality low cost mobile services to all of our customers. The Fair Go Policy ensures that the service is not used in a manner that we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use a Data Plan you must agree to the Fair Go Policy.

Information about pricing

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. Please note, you could receive Post-paid invoices with delayed usage charges up to 2 months after you disconnect. If you terminate a Data Plan during a 365 day period, without using up your allowance your maximum charge will be the amount you paid for your plan. You will also be charged for any additional usage over these allowances and you must pay the entire 365 day fee, even if you cancel part way through a 365 day period (in other words, there will be no refund if you are a Pre-paid customer, or you will still be billed the full 365 day amount if you are a Post-paid customer).

Mobile Calls & Data usage

Data is counted in kilobytes and includes uploads and downloads. Download speed is capped at 150mbps. Typical speeds will be slower, and will be affected by your location, device type, and network conditions.

Other Information

Using Your Service Overseas amaysim's roaming service operates in a number of countries. 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 www.amaysim.com.au/my-account/login

Help and Support If you have any questions, go to www.amaysim.com.au/help, click on the Live Chat link, email service@amaysim.com.au, or call 1300 808 300 from any other phone (standard call charges apply).

Complaints Handling & Further Complaint Options If you have a dispute with amaysim, or wish to make a complaint, please contact our customer service team, or lodge a complaint via: www.amaysim.com.au/help/contact/complaints If unsatisfied with our handling of your complaint you may seek mediation with the Telecommunications Industry Ombudsman, contactable via: www.tio.com.au/about-us/contact-us or by phone on 1800062058. You must first contact us to lodge your complaint directly with amaysim before making contact with the TIO.