amaysim

Valid from 25 April 2025

Information about the service

Description of the Service
This plan is in our suite of "UNLIMITED Mobile Plans" where you make a set payment giving you certain unlimited services for a 28 day period (see What's Included below). You will need to use your own mobile device with this plan.

What's Included
When you're in Australia the following services are included in your UNLIMITED Mobile Plan:

Plan Inclusions (All for use in Australia)	
Plan Cost (Minimum for 28 days)	$30
Standard Calls to mobile and landlines and standard SMS/MMS	Unlimited
Data Inclusion	32GB Data Inclusion / 150Mbps Download Speed Cap
Standard calls to 28 Countries	Unlimited
SMS/MMS to 42 Countries	Unlimited
Calls to 13, 1300 and 1800 numbers, and to voicemail	Unlimited
Minimum Term	28 days
Excess Data	$10/GB
Data Bank	Unlimited

Post-Paid Data Top-Ups
As a Post-paid customer, if you go over your plan's limit of included data, we'll automatically top you up with 1GB for $10.00. Each time you use all of your data inclusion we'll give you another 1GB for $10.00. At the end of your billing cycle, you'll automatically be moved back to your plan's inclusions and charges. Data Top-Up inclusions will expire at the same time as your existing UNLIMITED Mobile Plan. Data Top-Ups are measured in kilobytes, and includes uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is $0.0098.

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 28 day period, you'll automatically be moved back to your plan's inclusions and charges. Data Top-Up inclusions will expire at the same time as your existing plan (unless the plan fails to renew). Data Top-Ups are measured in kilobytes, and includes 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 billing cycle (for Post-paid customers) or to the next recharge (for Pre-paid customers) ("Data Bank"). For Post-paid customers, Data Bank will generally be used after any bonus data and included data for the current billing cycle is used. For Pre-paid customers, 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 plan is cancelled, if your phone number is ported to another service provider or if you move from your chosen 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.

Talk & Text Only Status
If your plan expires and it is not renewed, you will default to a Talk and Text Only status. While in a Talk and Text Only status, you may continue to use voice, SMS and MMS services at the As You Go rate, but data and international services will not be available. While in a Talk and Text Only status, you may elect to purchase any new amaysim mobile plan.

Standard Calls to 28 countries
When in Australia, this plan allows for unlimited standard calls, to Canada, Chile, China, Colombia, France, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Japan, Malaysia, Malta, Mexico, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam.

International SMS/MMS to 42 countries
When in Australia, this plan allows for unlimited standard SMS/MMS to Austria, Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, Croatia, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Italy, Japan, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Pakistan, Philippines, Poland, Puerto Rico, Romania, Singapore, South Africa, South Korea, Sweden, Taiwan, Thailand, Turkey, UK, USA and Vietnam.

Total Maximum 28 Day Plan Cost
The maximum 28 day charge payable will depend on whether you exceed the allowances under the plan. You may incur up to two plan charges in a given month.

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What's Not Included

Some additional services are not included in this plan but are still available at amaysim's low rates including:

- International calls and SMS/MMS (other than the plan inclusions listed above)
- International voice, text and data roaming (other than the plan inclusions listed above)
- Video calls, satellite calls and call diversions
- Any Network Service number beginning with the prefix 12

Premium SMS services are not accessible through amaysim plans.

Automatic Renewal

For convenience, this plan automatically renews every 28 days. You are free to tell us not to renew your plan when it expires. Unless you tell us not to renew your plan before it expires, we will automatically renew it when it expires (and we will automatically bill you the 28 day fee, or deduct the 28 day fee from your available phone credit or chosen payment method).

Fair Go Policy

Our 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 this 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 this plan during a 28 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 28 day fee, even if you cancel part way through a 28 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 28 day amount if you are a Post-paid customer).

Mobile Calls & Data usage Call minutes are calculated in 60 second increments. 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. To help manage roaming spend, we provide you with roaming spend management tools. Find out how to access the tools here. You may incur roaming data charges by accessing these tools overseas with your amaysim SIM.

Call and Data usage information is available by logging in here: https://accounts.amaysim.com.au/identity/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/complaintsIf 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.