

# Critical Information Summary

## UNLIMITED 10GB - \$18 Mobile Plan



Valid from 28 August 2023

### Information about the service

#### Description of the Service

UNLIMITED 10GB is a plan 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).

#### 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)	UNLIMITED 10GB
Plan Cost (Minimum for 28 days)	\$18
Standard national calls to mobile and landlines	Unlimited
Standard national SMS & MMS	Unlimited
Data Inclusion	10GB/100Mbps Download Speed Cap
Cost of using 1MB of Data in Australia	\$0.0018
Calls to Voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Minimum Term	28 days
Data Bank	Unlimited

#### Are these plans bundled with any other Telecommunications Services?

No, you use your own mobile device. You may purchase additional Data Top-Ups which can be used with this UNLIMITED plan.

#### 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 UNLIMITED Mobile 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 UNLIMITED Mobile Plan is cancelled, if your phone number is ported to another service provider or if you move from your chosen UNLIMITED Mobile 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.

#### 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.

#### What’s Not Included

Some additional services are not included in the UNLIMITED Mobile Plans 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 amaysim UNLIMITED Mobile Plan automatically renews every 28 days. You are free to tell us not to renew your UNLIMITED

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### UNLIMITED 10GB - \$18 Mobile Plan - Continued



Mobile Plan when it expires. Unless you tell us not to renew your UNLIMITED Mobile 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

amaysim's UNLIMITED Mobile 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 an UNLIMITED Mobile 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](mailto: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 an UNLIMITED Mobile 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 100mbps. 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

This 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](http://www.amaysim.com.au/help), click on the Live Chat link, email [service@amaysim.com.au](mailto: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](http://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](http://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.