

Valid from 14 April 2026

## Information about pricing and inclusions

### Description of the Service

“UNLIMITED Mobile Plans” are a suite of mobile plans where you make a set payment giving you certain unlimited services for a set period (see What’s Included below).

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

No, you bring your own mobile device.

### 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) | 10GB Unlimited                | 32GB Unlimited                                | 42GB Unlimited | 80GB Unlimited                | 95GB Unlimited              | 120GB unlimited |
|--------------------------------------------|-------------------------------|-----------------------------------------------|----------------|-------------------------------|-----------------------------|-----------------|
| Plan Cost (Min for full term)              | \$10                          | \$30                                          | \$35           | \$40                          | \$45                        | \$50            |
| Expiry (minimum term)                      | 7 Days                        | 28 Days                                       |                |                               |                             |                 |
| Standard SMS & MMS                         | Unlimited                     |                                               |                |                               |                             |                 |
| Standard Calls to mobiles and landlines    | Unlimited                     |                                               |                |                               |                             |                 |
| Network Access                             | 4G & 5G                       |                                               |                |                               |                             |                 |
| Network Speed                              | 150 Mbps Download speed cap   |                                               |                |                               | 200 Mbps Download speed cap |                 |
| Standard International Calls and Text      | Calls and txt to 42 countries | Calls to 28 countries and txt to 42 countries |                | Calls and txt to 42 countries |                             |                 |
| Calls to voicemail                         | Unlimited                     |                                               |                |                               |                             |                 |
| Calls to 13, 1300 and 1800 numbers         | Unlimited                     |                                               |                |                               |                             |                 |
| Databank                                   | Unlimited                     |                                               |                |                               |                             |                 |

| Plan Inclusions (all for use in Australia) | 150GB Unlimited               | 200GB Unlimited                               | 240GB Unlimited |
|--------------------------------------------|-------------------------------|-----------------------------------------------|-----------------|
| Plan Cost (Min for full term)              | \$150                         | \$270                                         | \$320           |
| Expiry (minimum term)                      | 182 Days                      | 365 Days                                      |                 |
| Standard SMS & MMS                         | Unlimited                     |                                               |                 |
| Standard Calls to mobiles and landlines    | Unlimited                     |                                               |                 |
| Network Access                             | 4G & 5G                       |                                               |                 |
| Network Speed                              | 150 Mbps Download speed cap   |                                               |                 |
| Standard International Calls and Text      | Calls and txt to 42 countries | Calls to 28 countries and txt to 42 countries |                 |
| Calls to voicemail                         | Unlimited                     |                                               |                 |
| Calls to 13, 1300 and 1800 numbers         | Unlimited                     |                                               |                 |
| Databank                                   | Unlimited                     |                                               |                 |

### Data Top-Ups

You may manually add Data Top-Ups at \$10 per 1GB where required. At the end of your -plan 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). On your next renewal, any unused portion of your Data Top-Up will roll over to your databank. 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 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 UNLIMITED Mobile Plan is cancelled, if your phone number is ported to

## Critical Information Summary UNLIMITED Mobile Plans - Continued



another service provider or if you move from your chosen UNLIMITED Mobile Plan to another 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.

### International Calls and Text Inclusions

When in Australia, your UNLIMITED Mobile Plan allows for unlimited standard calls to 28 or 42 countries depending on the plan. Details on these 28 & 42 countries can be found [here \(https://www.amaysim.com.au/international/calls\)](https://www.amaysim.com.au/international/calls)

### 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
- Video calls, satellite calls and call diversions
- Social Media SMS alert services
- Any Network Service number beginning with the prefix 12

### Automatic Renewal

For convenience, each time a Plan is added (or re-added) to a Service, auto-renew is switched ON by default. You are free to tell us not to auto-renew your UNLIMITED 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 fee, or deduct the fee from your available phone credit or chosen payment method).

You may switch off auto-renew through the amaysim app or My amaysim.

### 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.

### 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, if you are a post-paid customer, 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 your expiry 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 fee for the entire expiry period, even if you cancel part way through that period (in other words, there will be no refund if you are a Pre-paid customer, or you will still be billed for the full expiry period 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.

### 4G / 5G Coverage and device compatibility

5G available in selected areas (excl. NT) with a compatible device. To check coverage for 4G & 5G, please refer to <https://www.amaysim.com.au/about/coverage>

To check your device is compatible, go to [optus.com.au/support/checkdevice](https://optus.com.au/support/checkdevice).

## Other Information

**Using Your Service Overseas** You may add a roaming pack to your mobile plan for use in over 120 overseas destinations. For more information and to purchase a roaming pack, please visit <https://www.amaysim.com.au/international/roaming>

**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](https://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](https://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](https://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.