

AMAYSIM MOBILE PRICE TABLE

Valid as of March 2023

amaysim Mobile Price Table

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Appendix 1 International Roaming

1. About this Price Table

- a) This is the standard Price Table for the amaysim Mobile Service. It states the applicable pricing for the amaysim Service, except to the extent where any applicable Product Specific Terms and Conditions specify alternative pricing.
- b) This Price Table is part of our Standard Form of Agreement, which is made up of all of the documents listed in our General Terms.
- c) The latest versions of the above documents are available for download on our website www.amaysim.com.au

2. Charges for Mobile Calls, SMS and Data

2.1. Calculation of Charges for Calls

- 2.1.1. Each call made by you will be measured from the time the call is established to the time the call is finished.
- 2.1.2. Unless otherwise indicated all calls will be billed in 60 seconds increments. This means that charges for a part of one minute will be rounded up to a full minute. The total number of minutes will then be multiplied with the respective call charge associated with this Call Type as set out in the Price Table below or on our website www.amaysim.com.au.
- 2.1.3. You will not be charged a Flagfall for calls whilst you are in Australia. You may be charged a Flagfall while you are abroad by the respective local operator when you make calls through on International Roaming.
- 2.1.4. To calculate the time of a call we will be using the local time recorded at the first mobile base station that your call is being routed through.

2.2. Calculation of Charges for SMS and MMS

- 2.2.1. SMS will be charged per standard text message. A standard text message is 160 characters long, but some mobile phones permit longer messages. In that case, a message with more than 160 characters will be divided up into the number of messages required to convey the full message. Each one of these separate messages will be charged at the standard rate per message as set out in the Price Table below.
- 2.2.2. MMS will be charged per message. Each message will be charged at the standard rate per message as set out in the Price Table below or on our website www.amaysim.com.au

- 2.2.3. Receiving SMS and MMS in Australia is free of charge.
- 2.2.4. MMS sent or received outside Australia will be charged in the relevant way and at the relevant rate for the product you are using, set out in the Price Table below or on our website www.amaysim.com.au

2.3. Calculation of Charges for Mobile Data

- 2.3.1. Charges for the use of Mobile Data are based upon 1 KB increments per session. For Sessions that make up part of 1 KB will be rounded to the next full KB increment. The number of megabytes used will then be multiplied with the charge as set out in the Price Table below.
- 2.3.2. A data session is a data transaction between your mobile handset and an Internet destination such as a website or the database for a smartphone application. Your handset controls when a session starts and when it ends. amaysim cannot influence this. For example, depending on how your handset operates, browsing a series of webpages may be a single session, or a session may start and end each time when your smartphone is updating your email or you activate a smartphone application.

3. General Call Pricing (applicable to all products)

General Call Pricing (applicable to all products excluding International Roaming Packs)

amaysim Service Team Short Dial Codes: 567, 568, 569	Free in Australia
amaysim Recharge Short Dial Code IVR: 555	Free in Australia
Emergency Calls (000, 112)	Free in Australia
18 Numbers	Free in Australia
15 Numbers	29c / min
13 Numbers	29c / min
19 Numbers	Calls to 19 Numbers are blocked
Directory Assistance 124YES (124937)	Flagfall \$1.50, plus 15c / min
Directory Service 1223	45c / per min
Call Diversion	12c / min, plus 20c / min surcharge
Call Diversion International	International call diversions will be charged at the applicable international rate plus a surcharge of 20c per min
Calling Card Services	Some Calling Card services will be charged as a special number on either a per minute or per call basis, and may be excluded from a given amaysim product plan. Please check with your Calling Card provider for more details on call connection fees.
Domestic Video Calling	49c / min
International Video Calling	\$2.49 / min
Satellite Calls	Price Range - flagfall - up to 33c call rate - \$2.20 (off-peak) to \$33.08 (peak), billing in 60/30 second increments

4. As You Go Plan Pricing

Charges for our As You Go plan are displayed below.

Call Type / Services in Australia	Fee / Charge
Minimum cost per 30 days	N/A
Call Credit Validity	365 days
amaysim Mobile Network	12c / min
Voicemail Retrieval	12c / min
National Fixed Line	12c / min
National Mobile Networks	12c / min
Flagfall	none
SMS amaysim to amaysim	12c / standard SMS
National SMS	12c / standard SMS
National MMS	35c / standard MMS
International SMS	25c / standard SMS
International MMS	75c / standard MMS
Premium SMS (e.g. to 1-900 numbers)	depending on 3rd party charges
Included data	N/A
Data Rate	5c / MB
Additional data can also be purchased	See Data Plans below

5. Unlimited and Data Only Plans

Charges for our Unlimited and Data Only Plans are displayed in the applicable Critical Information Summary for those plans: <https://www.amaysim.com.au/terms-policies/critical-information-summaries>

If you are an existing amaysim customer, the Critical Information Summary for your specific plan is also available in [MyAmaysim](#).

6. Data and Data Top-Ups

Data used on the amaysim As You Go plan is charged at 7.2c per megabyte

Data Top-Ups allow you to add more data to your existing Data Only or amaysim mobile Unlimited plan. They are not compatible with International Roaming packs. Top-ups are used where you have or will exceed your current data allowance. Data Top-Ups do not renew and they expire when the data on your existing product plan expires. Top-ups can be added as many times as you want in a 28 day period. Please see the *Special Conditions and Service Description Mobile Broadband* document for information on how Data Top-Ups may be applied. Data Top-Ups cannot be used with As You Go.

Data Top-Ups	Monthly Charge	Expiry
1GB Data Top-Up	\$10.00	Expires with current Unlimited or Data Plan

7. International Roaming Packs

- 7.1.1. From 4 April 2023 amaysim will offer International Roaming Packs. Charges for our International Roaming Packs are displayed in the applicable Critical Information Summary for those packs: <https://www.amaysim.com.au/terms-policies/critical-information-summaries>

If you are an existing amaysim customer, the Critical Information Summary for International Roaming Packs is also available in [MyAmaysim](#).

8. Other Charges

8.1. Post-paid Minimum Charge

- 8.1.1. If you use the Post-paid Payment Option, a per account, minimum spend is required

Post-paid minimum account spend	\$5.00 / month
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8.2. Gold Number

You may opt to select a Gold Number which may be more memorable. Choosing a Gold Number incurs a one-off charge as set out below.

Gold Number Charge	\$30.00 one off
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8.3. Change of Number

You may need a new phone number because you have received calls of harassing nature. If you have reported the matter to the relevant law enforcement agency, we will supply you with a new phone number free of charge. In all other cases you will have to pay the charge as set out below when you request a new phone number:

Change of Number Charge	\$20.00 per event
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8.4. Paper Invoice

We will provide you with a digital invoice over the sum of your usage in pdf-format. The digital invoice constitutes a tax invoice. If, however, you request the production of a paper invoice in our Service Centre we may charge you for the paper invoice as set out below:

Paper Invoice Charge	\$5.00 per invoice
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8.5. **Change of Account Holder**

When you ask us to transfer a SIM card to the account of another person we may charge you a fee as set out below:

Change of Account Holder Charge	\$20.00 per event
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8.6. **Late Payment Charge**

If you do not pay all amounts you owe us by the date the payment is due, we may charge you a late payment fee as set out below:

Late Payment Charge	\$10.00 per event
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8.7. **Dishonoured Payment Charge**

If you elect to pay your bills by direct debit and your bank dishonours the payment we may charge you a fee for the dishonoured payment. The charge is set out in the Price Table below.

Dishonoured Payment Charge	\$20.00 per event
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8.8. **Collecting Agent Charges**

We may engage an agent to recover money that you owe to us or we may sell your debt to a collecting agent altogether. We may pass on all fees and charges that we incur in recovering the outstanding amounts owed by you.

8.9. **Reactivation Charge**

If we have suspended the Service on your request (eg because you have lost or your amaysim SIM card or it has been stolen) we may charge a fee as set out in the Price Table below when you ask us to resume the Service.

Service Suspension Charge	\$10.00 per event
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8.10. **SIM card replacement**

When you ask us to replace your amaysim SIM card because it has been lost, stolen, or damaged without our fault we may charge you a fee to replace your amaysim SIM card as set out below.

SIM Card Replacement Charge	\$15.00 per event
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8.11. **Historic Billing Information**

You can request billing information which is older than 24 months (where available), and we will provide a quotation for costs to retrieve the information from archive. We will send this information to you via an electronic format.

8.12. **Transaction Fee**

For any transaction processed manually by the amaysim customer service centre that can be managed through self-service options such as amaysim's IVR 555 (free call), SMS service 568 (free text) and the personal login area at amaysim.com.au/myamaysim (zero-rated GPRS from amaysim SIM card) amaysim can charge a transaction fee of \$5.00. The fee applies to Top-Ups, voucher redemptions as well as plan changes.

Transaction Fee	\$5.00 per event
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8.13. **International Roaming Additional Charge Information Accessing VoiceMail whilst overseas**

Accessing VoiceMail from overseas is achieved by calling +61411000321 ~~321~~ from your amaysim mobile and entering your voicemail PIN. Before 4 April 2023, charges will be displayed as "roaming international" from the country of origin to Australia. After 4 April 2023, you will need an International Roaming Pack with included voice minutes to access VoiceMail from overseas. Calls to VoiceMail will come out of your "Standard incoming/outgoing call minutes inclusions" and will be consumed as set out in the applicable Critical Information Summary for those packs:
<https://www.amaysim.com.au/terms-policies/critical-information-summaries>

8.14. **International roaming VoiceMail deposit without unconditional diversion**

Until 4 April 2023, If a received call is diverted to VoiceMail because you do not answer or because your phone is busy, you will be charged at the following rates:

Roaming Voicemail Deposit Zone 1 - \$1.00/min
Roaming Voicemail Deposit Zone 2 - \$2.00/min
Roaming Voicemail Deposit Zone Sat, Aero & Maritime - \$4.00/min

To minimise the cost of receiving calls and VoiceMail, you may wish to set an "unconditional" diversion (divert all incoming calls) to VoiceMail so that your phone does not receive calls while travelling overseas.

After 4 April 2023 if a received call is diverted to VoiceMail because you do not answer or because your phone is busy, this usage will consume your “Standard incoming/outgoing call minutes inclusions” from your International Roaming Pack.

8.15. **Calling Customer Service while overseas**

Until 4 April 2023, when you call Customer Service on +61 2 8307 2484 from your amaysim mobile whilst roaming, you will be charged for roaming international call rates from the applicable country zone to Australia.

After 4 April 2023, to call Customer Service on +61 2 8307 2484 from your amaysim mobile whilst roaming, you will need an International Roaming Pack with Standard incoming/outgoing call minute inclusions. When you call Customer Service while roaming, these inclusions will be consumed as set out in the applicable Critical Information Summary for those packs: <https://www.amaysim.com.au/terms-policies/critical-information-summaries>.

8.16. **Satellite, Aero & Maritime**

Until 4 April 2023, you can use your mobile services on board maritime vessels and on aircraft where available. When you make a call, send an SMS or use data services, you will be charged the relevant roaming rate for the zone of Sat, Aero & Maritime. When the ship or aircraft is not in transit, the on-board phone system will turn itself off. You can then connect to the local roaming network at which point you will be charged the roaming rate for the country you are in. Please contact your Cruise or Airline operator to check for availability of this service

After 4 April 2023, amaysim will no longer be able to offer customers the option to use their mobile services on board maritime vessels, on aircraft or through satellite connections.

9. **Apple registration**

9.1. **FaceTime**

With *FaceTime* on your iPhone, you can make video calls to another iPhone over a WiFi network. To use Facetime your device first needs to send an international SMS to Apple in the UK in order to complete the registration process. You are charged 25 cents every time you enable Facetime and if you remove and re-insert your amaysim sim card into your iOS device. Registering for the service sends an International SMS to activate the Facetime service with Apple. On each occasion that you register for the service, amaysim will charge you \$0.25/ SMS as per international SMS charges.

9.2. iMessage

iMessage works by automatically checking to see if the contact you're sending the message to has an Apple ID associated with their device. When your device sends iMessages to other devices, you will be charged for data usage as opposed to SMS usage, therefore data charges will apply when using this service. In addition, for initial setup (Or every time you turn iMessage off and on) your iPhone sends an international SMS in order to activate the iMessage service with Apple. On each occasion that you register for the service amaysim will charge you \$0.25/ SMS as per international SMS charges (Prepaid services must have available credit to send these messages).

9.3. Additional Apple registration charges

Any additional Apple services requiring international SMS registration will be charged at the applicable rate of \$0.25/ SMS

10. Credit Card Pre-Authorisation

The addition of a new credit card (as a payment method) to your amaysim account requires that we pre-authorise a \$1.00 transaction. This means you will see a pending transaction on your credit card account, instead of a charge. The \$1.00 pre-authorisation will disappear from your credit card account within 10 working days.

11. National Video Calls

National video calls are handset dependant and both parties to the call must be in a 3G coverage area.

12. General Information

Hours of Service	Monday to Sunday, 24 hours a day
Increments (Calls)	60 seconds
Increments (Data)*	1 Kilobyte
Standard Text Message (SMS)	160 characters
Offline SIM pack (\$2.00 SIM card excl. \$5.00 starting credit)	\$2.00
Online SIM pack (\$2.00 SIM card incl. \$5.00 starting credit)	\$5.00

*Applies to data usage in Australia. Charges for data roaming can differ.

The following pages set out the charges that apply to all amaysim customers for calls made using the amaysim Service in Australia:

13. International Call Rates

amaysim international rates are subject to change without notice. To see our current international rates, please go to: <https://www.amaysim.com.au/plans/mobile-plans/international/rates>

14. Calls to Satellite Services

Satellite calls can be expensive and have different charges associated with the provider you are calling as well as the time of day that a call is made. Call forwarding diversions to Satellite services also attract extra charges. Please contact us directly for more information.

Satellite Calls - Price Range - flagfall up to 33c

Call rate - from \$2.20 (off peak) per min to \$33.08 per min (peak), billing in 60/30 second increments.

Amaysim Price Table – Appendix 1
International AYG Roaming – available until 4 April 2023

Roaming Rates	Charge Type	Zone 1	Zone 2	Zone 3 Sat, Aero & Maritime
Make voice calls within the same zone (per minute)	Make Voice Calls	\$1.00	\$2.00	\$4.00
Make voice calls outside of the zone you are in (per minute)	Make Voice Calls	\$1.00	\$2.00	\$4.00
Receive voice calls (per minute)	Receive Voice Calls	\$1.00	\$2.00	\$4.00
Voicemail Deposit (per minute)	Voicemail	\$1.00	\$2.00	\$4.00
Video Calls		Not Available	Not Available	Not Available
Connection Charge	Flag Fall	\$0.00	\$0.00	\$0.00
Send SMS (per 160 characters)	SMS	\$0.50	\$1.00	\$1.00
Receive SMS		\$0.00	\$0.00	\$0.00
MMS to an Australian number (per message)	MMS	Standard domestic MMS rate	Standard domestic MMS rate	Standard domestic MMS rate
MMS to a non-Australian number (per message)		Standard international MMS rate	Standard international MMS rate	Standard international MMS rate
Data Services	Data / 10KB	\$0.005	\$0.01	\$0.155

All rates listed are in \$AUD. Voice Call rates are shown per minute and charged with an increment of 60 Secs. GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).

International Roaming Zones for International AYG Roaming (only available until 4 April 2023)
Zone 1 Countries

Albania	Finland	Macau	Samoa	US Virgin Islands
Argentina	France	Macedonia	Serbia	USA
Armenia	Germany	Malaysia	Singapore	Vanuatu
Austria	Greece	Malta	Slovakia	Vietnam
Azerbaijan	Hong Kong	Mexico	Slovenia	Belarus
Bangladesh	Hungary	Montenegro	Solomon Islands	Bosnia & Herzegovina
Belgium	Iceland	Myanmar	South Africa	Ecuador
Brazil	India	Nauru	Spain	Faroe Islands
Bulgaria	Indonesia	Netherlands	Sri Lanka	Georgia
Cambodia	Ireland	New Zealand	Sweden	Greenland
Canada	Isle Of Man	Norway	Switzerland	Guam
Chile	Israel	Pakistan	Tahiti (French Polynesia)	Guernsey
China	Italy	Panama	Taiwan	Kuwait
Colombia	Japan	Papua New Guinea	Tajikistan	Kyrgyzstan
Croatia	Jersey	Philippines	Thailand	Liechtenstein
Cyprus	Kazakhstan	Poland	Timor-Leste	Moldova
Czech Rep	Korea South	Portugal	Tonga	Northern Marianas
Denmark	Latvia	Puerto Rico	Turkey	San Marino
Estonia	Lithuania	Romania	Ukraine	Vatican City
Fiji	Luxembourg	Russia	United Kingdom	

International Roaming Zones for International AYG Roaming (only available until 4 April 2023)

Zone 2 Countries

Afghanistan	Cameroon	Iran	Morocco	St. Martin (French)
Algeria	Cayman Islands	Jamaica	Mozambique	St. Vincent & Grenadines
Anguilla	Costa Rica	Jordan	Nepal	Tanzania
Antigua & Barbuda	Curacao (Netherlands Antilles)	Kenya	Nicaragua	Tunisia
Aruba	Dominica	Kiribati	Nigeria	Turks & Caicos
Bahrain	Egypt	Laos	Oman	Uganda
Barbados	El Salvador	Lebanon	Peru	United Arab Emirates
Belize	French Guiana	Mali	Qatar	Uruguay
Bermuda	Gambia	Martinique	Saudi Arabia	Uzbekistan
Bonaire	Ghana	Mauritius	Sierra Leone	Zambia
British Virgin Islands	Grenada	Monaco	St. Barthelemy	Zimbabwe
Brunei	Guadeloupe	Mongolia	St. Kitts & Nevis	
Burkina Faso	Haiti	Montserrat	St. Lucia	

International Roaming Zones for International AYG Roaming (only available until 4 April 2023)

Zone 3 Sat, Aero & Maritime

Aeroplane	Airplane	Cruise	Maritime	Ships
Aerospace	Airspace	Inflight	Sea	