

Critical Information Summary

\$60 - 12 months Talk and Text Plan

amaysim

Valid from 3 July 2023

Information about the service

Description of the Service

TALK AND TEXT is a plan in our suite of "UNLIMITED Mobile Plans" where you make a set payment giving you certain unlimited services for a 12 month period (see What's Included below)

Are these plans bundled with any other Telecommunications Services?

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

What's Included

When you're in Australia the following services are included in your TALK AND TEXT Mobile Plan:

Plan Inclusions (All for use in Australia)	TALK AND TEXT
Plan Cost (Minimum for 12 months)	\$60
Standard calls to mobile and landlines	Unlimited
Standard SMS & MMS	Unlimited
Calls to Voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Minimum Term	12 months
Excess Data	\$10/GB
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 12 month 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 TALK AND TEXT 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.

Total Maximum 12 Month Plan Cost

The maximum 12 month charge payable will depend on whether you exceed the allowances under the plan.

What's Not Included

Premium SMS services are not accessible through amaysim plans. Some additional services are not included in the TALK AND TEXT Mobile Plans but are still available at amaysim's low rates including:

- Data
- International calls and SMS/MMS
- International voice, text and data roaming
- Video calls, satellite calls and call diversions
- Any Network Service number beginning with the prefix 12

Automatic Renewal

For convenience, this amaysim TALK AND TEXT Mobile Plan automatically renews every 12 months. You are free to tell us not to renew your TALK AND TEXT Mobile Plan when it expires. Unless you tell us not to renew your TALK AND TEXT

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TALK AND TEXT - \$60 Mobile Plan - Continued



Mobile Plan before it expires, we will automatically renew it when it expires (and we will automatically bill you the 12 month fee, or deduct the 12 month fee from your available phone credit or chosen payment method).

Fair Go Policy

amaysim's TALK AND TEXT 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 TALK AND TEXT 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. If you terminate a TALK AND TEXT Mobile Plan during a 12 month 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 12 month fee, even if you cancel part way through a 12 month period (in other words, there will be no refund).

Mobile Calls & Data usage

Call minutes are calculated in 60 second increments. Data is counted in kilobytes and includes uploads and downloads.

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, 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.