

# Critical Information Summary

## UNLIMITED 120GB - \$200 Mobile Plan

Valid from 18 May 2020

### Information about the service

#### Description of the Service

UNLIMITED 120GB is a plan in our suite of "UNLIMITED Mobile Plans" where you make a set payment giving you certain unlimited services for a 365 day period (see What's Included below). You need to purchase and activate an amaysim SIM card online from: [www.amaysim.com.au](http://www.amaysim.com.au)

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

No, you bring your own mobile device. You may purchase additional Data Top-Ups which can be used with your chosen UNLIMITED Mobile Plan.

#### What's Included

When you're in Australia the following services are included in your payment depending on the plan you choose:

Plan Inclusions (All for use in Australia)	UNLIMITED 120GB
Plan Cost (Minimum for 365 days)	\$200
Standard calls to mobile and landlines	Unlimited
Standard SMS & MMS	Unlimited
Data Inclusion	120GB
Cost of using 1MB of Data in Australia	\$0.0016
Standard Calls to 28 countries	Unavailable
International SMS/MMS to 32 countries	Unavailable
300 mins of Standard Calls to 14 countries	Unavailable
Calls to voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Minimum Term	365 days
Excess Data	\$10/GB

#### Talk & Text Only Status for UNLIMITED 120GB

If you are a Pre-paid customer using UNLIMITED 120GB, and 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 and SMS 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.

#### 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 365 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.

#### 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.

#### Total Maximum 365 Day Plan Cost

The maximum 365 day charge payable will depend on whether you exceed the allowances under the plan.

# Critical Information Summary

## UNLIMITED 120GB - \$200 Mobile Plan- Continued



### 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 any plan inclusions listed above)
- International voice, text and data roaming (other than any plan inclusions listed above)
- Video calls, satellite calls and call diversions
- Premium SMS and calls to 19 Numbers
- Social Media SMS alert services
- Any Network Service number beginning with the prefix 12
- Third party content like ringtones, wall-paper applications or any non-amaysim service

### Automatic Renewal

For convenience, the amaysim UNLIMITED 120GB Mobile Plan automatically renews every 365 days. You are free to tell us not to renew your UNLIMITED 120GB Mobile Plan before it expires. Unless you tell us not to renew your UNLIMITED 120GB Mobile Plan before it expires, we will automatically renew it when it expires (and we will automatically bill you the 365 day fee, or deduct the 365 day fee from your available phone credit or chosen payment method).

### Early Renewal

You may elect to renew your inclusions early by repurchasing the amaysim UNLIMITED 120GB Mobile Plan at any time. If you repurchase the UNLIMITED 120GB Mobile Plan, your current plan will be cancelled, and you will forfeit all existing plan inclusions. If you chose to repurchase the UNLIMITED 120GB Mobile Plan you must pay the entire 365 day fee, even if you cancel your current plan part way through a 365 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 365 day amount if you are a Post-paid customer).

### 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. For any additional usage over your plan inclusions prior to termination you must pay the entire 365 day fee, even if you cancel part way through a 365 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 365 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.

## 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](#).

**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](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.