

# Critical Information Summary

## UNLIMITED 30GB - \$30 Mobile Plan



Valid from January 2021

### Information about the service

#### Description of the Service

UNLIMITED 30GB 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).

#### 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.

#### 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 30GB
Plan Cost (Minimum for 28 days)	\$30
Standard calls to mobile and landlines	Unlimited
Standard SMS & MMS	Unlimited
Data Inclusion	30GB
Cost of using 1MB of Data in Australia	\$0.0010
Standard calls to 28 Countries	Unlimited
SMS/MMS to 42 Countries	Unlimited
Calls to Voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Minimum Term	28 days
Excess Data	\$10/GB

#### 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.

#### 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.

#### 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.

#### Standard Calls to 28 countries

When in Australia, this amaysim UNLIMITED Mobile Plan allows for unlimited standard calls, to Canada, Chile, China, Colombia, France, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Japan, Malaysia, Malta, Mexico, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam (see table above).

#### International SMS/MMS to 42 countries

When in Australia, this amaysim UNLIMITED Mobile Plan allows for unlimited standard SMS/MMS to Austria, Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, Croatia, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Italy, Japan, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Pakistan, Philippines, Poland, Puerto Rico, Romania, Singapore, South Africa, South Korea, Sweden, Taiwan, Thailand, Turkey, UK, USA and Vietnam.

## Critical Information Summary UNLIMITED 30GB - \$30 Mobile Plan - Continued



### 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 five 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
- 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, wallpaper applications or any non-amaysim service

### 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 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.

## 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** 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.