Telsim®

TELSIM PREPAID PLANS

Recharge	$39.90	$29.90	$39.90	$49.90	$55.90	$220	$330
Expiry	28 days	28 days	28 days	28 days	28 days	180 days	365 days
Data Allowance	**100 GB**	**15 GB**	**45 GB**	**80 GB**	**160 GB**	**150 GB**	**300 GB**
Network Access	5G#	5G#	5G#	5G#	5G#	5G#	5G#
Plan speeds	Download speeds are capped at 150 Mbps on 5G.	Download speeds are capped at 150 Mbps on 5G.	Download speeds are capped at 150 Mbps on 5G.	Download speeds are capped at 150 Mbps on 5G.	Download speeds are capped at 250 Mbps on 5G.	Download speeds are capped at 150 Mbps on 5G.	Download speeds are capped at 150 Mbps on 5G.
Unlimited Standard National Calls*	✕	✓	✓	✓	✓	✓	✓
Unlimited Standard National SMS	✕	✓	✓	✓	✓	✓	✓
Standard National MMS	✕	2000	2000	2000	2000	3000	6000
Unlimited International Calls & Text	No international call or text inclusions	Unlimited Standard Calls & Text to 15 Selected Destinations Bangladesh , Canada , China , Greece , Hong Kong , India , Ireland , Japan , Malaysia , New Zealand , Singapore , South Korea , Thailand , UK , USA				No international call or text inclusions	

#5G is available in selected areas on selected plans using compatible devices.
*Includes 13, 1300, 1800 numbers and voicemail. Excludes special, premium, satellite, 19xx numbers, operator assisted calls, overseas numbers, and video MMS.

The above plan details, pricing and inclusions are applicable only to customers who activated their plan on or after 26 September 2026.

DATA PACK

Cost	$10
Data	1GB
Expiry	Inline with underlying plan**

ADD ON	INTERNATIONAL CALL PACK	
Cost	$4	$5
International Calls	**60 minutes to 30 destinations** Bangladesh, Bhutan, Brunei, Cambodia, Canada, China, Greece, Hong Kong, India, Iran, Iraq, Ireland, Japan, Laos, Malaysia, Mongolia, Nepal, New Zealand, Nigeria, Pakistan, Philippines, Singapore, South Africa, South Korea, Sri Lanka, Thailand, Turkey, United Kingdom, USA & Vietnam	**120 minutes to 42 destinations** Andorra, Bangladesh, Brazil, Canada, China, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Greenland, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Malaysia, Mexico, Monaco, Morocco, New Zealand, Norway, Romania, Singapore, Slovakia, South Korea, Spain, Taiwan, Thailand, Ukraine, United Kingdom & USA
Validity	Inline with underlying plan**	

**Active recharge is required to use Packs

INTERNATIONAL ROAMING PACK

Cost	Validity	Voice & Value-Added Services	SMS & Value-Added Services	MMS	Data
$35	7 Days***	30 Mins	30 SMS	N/A	5 GB

69 Destinations

Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, South Korea, Latvia, Lithuania, Luxembourg, Macao, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, United Arab Emirates, United Kingdom, United States of America, Vanuatu, Vietnam.

*** Active Recharge is required to use International Roaming Pack. For more info, visit telsim.com.au/international-roaming.

Service Information

You can use Telsim services by purchasing a Telsim SIM card online or through retail outlets and activate the SIM card using Telsim My Account Portal at www.telsim.com.au/activate. A 4G/4G+/5G compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes.

Telsim SIM only prepaid mobile services are for use in Australia only. By default, international roaming services are not enabled. However, you can add international roaming pack for selected destinations through Telsim My Account.

Data bank

Unused data excluding Promo/Bonus/Gift Data/Data only plans will rollover into Data Bank with a max limit of 1000 GB on selected plans. Data Bank Data will only be used once you have exceeded your monthly Data allowance. Your unused and accumulated data will be forfeited, if you do not recharge within 24 hours of expiry with an equal or higher Plan. You'll also forfeit your data if you downgrade the plan.

Data Gifting

Gift up to 50% of your Included Data per recharge or usage period to another active Telsim plan that includes the Data Gifting feature, Data, once gifted, cannot be re-gifted. Gifted data will be utilised before Included Data. Any unused gifted Data will not rollover into Data Bank when you recharge on the same or a higher value Plan before expiry.

Prepaid Mobile Recharge

You can order a SIM online with or without a recharge added. We will send the SIM to the address in Australia mentioned in the order. You can apply the Reference Number provided during your order while you activate the SIM card online to get the recharge applied automatically. If you have purchased the SIM without a recharge added (from online or retail outlets), you will need to select a recharge and pay for it plus the cost of any international add on packs or extras.

Following your initial payment through Card or Reference Number, you will be charged on the preferred payment method added in the Telsim My Account at the end of each validity period, unless you remove your auto-recharge before expiry through Telsim My Account.

If your payment method is not updated, automatic recharges are not possible and you will need to recharge your pack at www.telsim.com.au/recharge by yourself.

If you recharge your existing pack before validity expiry, all your allowances will be forfeited and new allowances will be applied as per the new selected recharge pack. No refund will be given for any fees that you already paid to us. Recharge amount applied are non-refundable.

Usage

You can monitor your data usage on your My Account page or at www.telsim.com.au/checkbalance. We may also alert you once you have reached approximately 50%, 85% or 100% of your included value for either calls or data. You can add the non-recurring Data Packs anytime through My Account page.

Terms and Conditions

No refund of prepaid credit and no early termination charge. There is no minimum contract term. If you cancel your service or portout, you will not be charged an early termination fee, however any remaining credit will not be refunded and any unused data will be lapsed. A refund request can be made within five (5) days from the date of purchase if activation is not possible after extensive troubleshooting efforts. In such cases, you must surrender your number and provide proof of purchase within the five-day period, and the number will be disconnected before the refund can be processed. Please note that refunds will not be issued for ported-out numbers or on recharges.

Refer the links below for more details on fair use policy, port in and port out policy, complaints handling or full list of policies at www.telsim.com.au/legals

Help and Support

If you need any help with our plan and services, Our Level 1 Support Team can help you, write a mail to customer care at support@telsim.com.au. If at any stage of the process, you require more clarification or support you can reach out to our escalation desk via email.

1. You can write to our Customer Relations Manager at customer.relations@telsim.com.au and we will respond to you within two business days from receipt of your email.

2 .If your query is unclarified, you can escalate the matter to our nodal officer. You can contact the nodal officer at nodal.officer@telsim.com.au

3. In case the query is still unclarified, the same can be escalated to the legal authority at legal@telsim.com.au

Fair Use Policy:
www.telsim.com.au/fair-usage-policy

Port in and Port out Policy:
www.telsim.com.au/port-in-and-port-out-policy/

Contact us:
www.telsim.com.au/contact-us/