Telsim®

# TELSIM UPFRONT SIM ONLY MOBILE PLANS

| | | | | | | |
|---|---|---|---|---|---|---|
| Min Monthly Charges | $30.00 | $39.90 | $39.90 | $45.00 | $49.90 | $55.90 |
| Data Allowance (GB) | **15 GB** | **45 GB** | **100 GB** | **75 GB** | **120 GB** | **170 GB** |
| Network Access | 4G,5G# | | | | | |
| Plan Speed | Download speeds arecapped at 150Mbps on 5G. | | | | | Download speeds are capped at 250 Mbps on 5G. |
| Expiry | Monthly | | | | | |
| Unlimited Standard National Calls | ✓ | ✓ | × | ✓ | ✓ | ✓ |
| Unlimited Standard National SMS | ✓ | ✓ | × | ✓ | ✓ | ✓ |
| Standard National MMS | 2000 | 2000 | × | 2000 | 2000 | 2000 |
| Data Banking (GB) | 1000 | 1000 | × | 1000 | 1000 | 1000 |
| Data Gifting (Send/Receive) | Up to 50% of your Included Data | Up to 50% of your Included Data | × | Up to 50% of your Included Data | Up to 50% of your Included Data | Up to 50% of your Included Data |
| Unlimited International Calls & Text | 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 | Unlimited Standard Calls & Text to 20 Selected Destinations: Brazil, Denmark, Israel, Mexico, Norway, Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA | | |
| What's Not Included | The plan cannot be used for:<br>• SMS & calls to premium numbers (e.g. 19xx numbers)<br>• Operator assisted calls<br>• Overseas numbers<br>• Video MMS.<br>• Calls to satellite numbers<br>• Calls and data via Satellite to Mobile connectivity | | | | | |

#5G is available in selected areas on selected plans using compatible devices.
Data is rounded up to the nearest KB. MMS inclusions, once used up, will no longer be available until your next monthly charge and cannot be replenished with a PAYG add-ons.

## DATA PACK

| Cost | Data | Expiry |
|---|---|---|
| $15 | 3GB | Inline with underlying plan** |

## ADD ON — INTERNATIONAL CALL PACK

| | | |
|---|---|---|
| Cost | $4 | $5 |
| International Calls | **60 minutes to 30 destinations**<br>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**<br>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** | |

## 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 plan is required to use Data Pack, IDD Add Ons and International Roaming Pack. For more info, visit www.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. You can apply the Reference Number provided during your order while you activate the SIM card online to get the plan applied automatically. If you have purchased the SIM without a plan added (from online or retail outlets), you will need to select a plan and pay for it. A 4G/4G+/5G compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes. Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. For 5G coverage information, see www.telsim.com.au/coverage . 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 billing period. Telsim SIM-only mobile services are subject to mandatory auto-renewal. By activating a service, you authorise our payment processor, Braintree (a PayPal service), to debit your nominated payment method according to the agreed billing schedule. If you renew your existing pack before validity expiry, all your allowances will be forfeited and new allowances will be applied as per the new selected renewal pack. No refund will be given for any fees that you already paid to us. Renewal amount applied are non-refundable. Telsim SIM only mobile services are for use in Australia only. By default, international roaming services are not enabled, and while you are overseas, you won't be able to make or receive calls or send messages, or to access mobile data. International Roaming is available as an optional add-on, for an additional cost.

## Data bank

Unused data excluding Promo/Bonus/Data only plans will rollover into Data Bank with a max limit of 1000 GB as per plan inclusions. Data Bank Data will only be used once you have exceeded your monthly Data allowance. Your unused and accumulated data will be forfeited, if your plan auto renewal fails or your downgrade the plan.

## Data Gifting

Gift up to 50% of your Included Data per billing period or usage period to another active Telsim Mobile Number on Telsim SIM Only 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 is eligible to be carried into Data Bank with next billing cycle or when you change your plan on the same or a higher value Plan before expiry. Data gifting between Prepaid and SIM-Only plans and vice versa is not allowed.

## Change My Plan

From time to time, we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). If we change your plan or move, you to a new plan and we reasonably consider that change or move has more than a minor detrimental impact on you:

a)We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

b)If you don't like the changes or the new plan, you can cancel your plan by contacting us by giving 5 days' notice.

## Usage

You can monitor your data usage on your My Account page or My Telsim App. 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.

## Payments and Billing

Your Invoice will be sent to your registered email address and will include charges incurred on a monthly basis (where a month is defined as 30 consecutive days), starting from the date your service is activated. Please note that your invoice may not align precisely with your usage cycle. Auto renewal is mandatory, and at the end of each billing period, your service will continue to renew automatically, and you will continue to be charged for the service, until such time as you cancel the service by giving 5 days' notice. Please refer to the table above for the current pricing of each plan.

## Terms and Conditions

No refund of credit and no early termination charge. There is no minimum contract term. If you cancel your service or port out, 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 (05) 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. You must comply with our Fair Usage Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the Fair Usage Policy, including suspending or cancelling your service. Refer www.telsim.com.au/fair-usage-policy

## Help and Support

If you need any help with our plan and services, please reach out 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/

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