

Critical Information Summary

Information About the Service

Description of the Service

The TravelSIM card is a prepaid international global roaming SIM card intended for international travel. It is a roaming SIM card which means you will have the ability to connect to various networks in over 190 countries.

Handset Requirements

You will require an **unlocked** mobile handset. If your handset is unlocked, you will not be able to use any SIM card from a different provider including overseas providers.

If you are unsure if your phone is locked, you will need to contact your Australia service provider. Unlocking fees may apply.

If you are traveling to the **North America, Central America, South America** you require a Quad Band phone. If you are traveling to **Japan, Taiwan or South Korea** you will require a 3G phone (2100MHz).

If you are unsure of the type of phone you have, please visit our website and enter your destination and the type of phone in the TravelSIM compatibility tool www.travelsim.net.au/Compatibility/

Minimum Term

There is no minimum term for TravelSIM. You can chose to stop using the service at any point with no termination fee.

Credit Expiry

TravelSIM credit is offered through a 180 day idle clause, meaning if the service is idle for longer than 180 days (almost 6 months), the credit will expire. To avoid credit expiring, simply make a connected called once every 5 and half months.

If the credit does expire, the TravelSIM card itself is still valid for an additional 6 months. You will simply need to apply more credit to access the service.

Inclusions

The TravelSIM provides you with mobile telephone and SMS access to various networks in over **190 countries**.

Data is available through the TravelSIM service, however is not offered on every network or in all countries we have call and SMS service. To check if a country and/or network offers data please visit our rates page, select the country and click on the Network Information tab www.travelsim.net.au/Rates/View/

What is Not included?

You will be unable to call toll free numbers or numbers not in correct international format.

Information about Pricing

2 Minute Standard National Mobile Call	\$1.40
Standard National SMS (160 characters)	\$0.75
1 megabyte of data within Australia	\$3.00

The above rates are for usage of the TravelSIM within Australia. **Please note the TravelSIM is intended for use overseas and is not intended to replace your everyday Australian SIM card.**

To view full coverage and rates for all countries we provide service in, please go to www.travelsim.net.au/Rates/

Recharge Options

TravelSIM offers three options to recharge your TravelSIM service:

1. Through your handset
2. Through your online account
3. Over the phone (+61 2 8668 7500)

Billing

TravelSIM is a prepaid service and you will not receive a bill.

You can full your full usage and Call History through your online TravelSIM account.

Spend Management Tools

You can check your balance at any time through your online account, by selecting the 'Check Balance' option in the TravelSIM menu or by entering *146*099# directly into your keypad.

Each time you make an outbound call, you are read your balance prior to the call being connected.

Data is administered through the TravelSIM Daily Data Limits, where you select a daily maximum and your data will temporarily be disabled when you reach the maximum.

Other Information

Internal Dispute Resolution

To view our **Internal Dispute Resolution** process please see our complaints page www.travelsim.net.au/Complaints/

Complaint Handling System

We encourage all our customers to attempt to contact TravelSIM first when an issue arises so we can resolve your complaint. You can contact our support team at any time on **1300 851 676** (from a non-TravelSIM service) or **+61 2 8668 7500** (from a TravelSIM service or overseas). Alternatively, you can email TravelSIM at **support@travelsim.net.au**.

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on **1800 062 058** or you can visit www.tio.com.au/about-us/contact-us for more information.