

## Critical Information Summary

### Information About the Service

<b>Description of the Service</b>	The Australia Post Prepaid TravelSIM <sup>®+</sup> card is a prepaid international global roaming SIM card operated by TravelSIM Australia Pty Ltd and is intended for international travel. It is a roaming SIM card which means you will have the ability to connect to various networks in over 200 countries.							
<b>Bundling</b>	This service is not conditional on any bundling arrangements. Prepaid TravelSIM <sup>®+</sup> does not offer any bundling offers.							
<b>Mandatory Components</b>								
<b>Handset Requirements</b>	You will require an <b>unlocked</b> mobile handset. If your handset is locked, 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 <b>North America, Central America, South America</b> you require a Quad Band phone. If you are traveling to <b>Japan, Taiwan or South Korea</b> you will require a 3G phone (2100MHz).  If you are unsure of the type of phone you have, please give us a call and we can advise you if your phone is compatible with your destinations.							
<b>Minimum Term</b>	There is no minimum term for the Prepaid TravelSIM <sup>®+</sup> . You can choose to stop using the service at any point with no termination fee.							
<b>Important Conditions</b>								
<b>Credit Expiry</b>	Prepaid TravelSIM <sup>®+</sup> credit expires 6 months from date of last purchase.  If you purchase additional credit before the expiry date, any unused credit will roll over.							
<b>Inclusions</b>	The Prepaid TravelSIM <sup>®+</sup> provides you with mobile telephone, text and data access to various networks in over <b>200 countries</b> .							
<b>What is Not included?</b>	You will be unable to call toll free numbers, premium, satellite or numbers not in correct international format.							
<b>Information about Pricing</b>	<table><tr><td>2 Minute Standard National Mobile Call</td><td>\$0.50</td></tr><tr><td>Standard National SMS (160 characters)</td><td>\$0.25</td></tr><tr><td>1 megabyte of data within Australia</td><td>\$0.25</td></tr></table>	2 Minute Standard National Mobile Call	\$0.50	Standard National SMS (160 characters)	\$0.25	1 megabyte of data within Australia	\$0.25	
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1 megabyte of data within Australia	\$0.25							
	The above rates are for usage of the Prepaid TravelSIM <sup>®+</sup> within Australia. <b>Please note the Prepaid TravelSIM<sup>®+</sup> is intended for use overseas and is not intended to replace your everyday Australian SIM card.</b>							
	To view full coverage and rates for all countries we provide service in, please go to <a href="http://auspost.travelsim.net.au/Rates/">auspost.travelsim.net.au/Rates/</a>							

## Recharge Options

Prepaid TravelSIM<sup>®+</sup> offers three options to recharge your Prepaid TravelSIM<sup>®+</sup> service:

- Through your handset
- Through your online account
- Over the phone (+61 2 9233 5165)

## Billing

The Prepaid TravelSIM<sup>®+</sup> is a prepaid service and you will not receive a bill.

You can view your full usage and Call History through your online Prepaid TravelSIM<sup>®+</sup> account.

## Other Information

### Usage Information

You can monitor your usage through your online account [auspost.travelsim.net.au/Customer](https://auspost.travelsim.net.au/Customer)

### Internal Dispute Resolution

To view our *Internal Dispute Resolution* process please see our complaints page [auspost.travelsim.net.au/Complaints/](https://auspost.travelsim.net.au/Complaints/)

### Complaint Handling System

We encourage all our customers to attempt to contact the Prepaid TravelSIM<sup>®+</sup> team first when an issue arises so we can resolve your complaint. You can contact our support team at any time on **1300 881 710** (from a non-TravelSIM service) or **+61 2 9233 5165** (from a TravelSIM service or overseas). Alternatively, you can email **support@prepaidtravelsim.com.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](https://www.tio.com.au/about-us/contact-us) for more information

This is a summary only – the full legal terms for the Australia Post TravelSIM<sup>®+</sup> are available at [auspost.travelsim.net.au/TermsAndConditions/](https://auspost.travelsim.net.au/TermsAndConditions/)