

## CRITICAL INFORMATION SUMMARY

## 2.5GB-Pre Departure Plan

## Information About The Service

Description of the service	<p>The service provided is a 1 month contract that gives access to:</p> <ul style="list-style-type: none"><li>• 2.5 GB Data</li><li>• 3000 minutes of National Talk and 3000 included texts</li><li>• \$0 international calls originating in Australia (Overseas roaming will activate upon arrival in the first overseas destination)</li></ul> <p>per month for use within Australia.</p>
Eligibility	<p>This service is available to new, recontracting and current customers.</p>
Bundling	<p>This service is not conditional on any bundling arrangements.</p>
Handset requirements	<p>You will require an unlocked mobile handset. If your handset is locked, you will not be able to use any SIM card from a different provider.</p> <p>If you are unsure if your phone is locked, you will need to contact your previous service provider. Unlocking fees may apply.</p>
Minimum term	<p>The minimum term for this service is 1 month.</p>
What's included	<p>The service's inclusions are listed above, and the inclusions types include:</p> <ul style="list-style-type: none"><li>• standard national calls and text in Australia to standard Australian numbers and calls to 13/1300/1800 numbers</li></ul>
What's excluded	<ul style="list-style-type: none"><li>• International calls (originating in Australia)</li><li>• International SMS &amp; MMS (originating in Australia)</li></ul> <p>Overseas roaming will activate upon arrival in the first overseas destination</p>

## Information about pricing

Minimum monthly charge	<p>The minimum monthly charge for this service is \$20</p>
Minimum total cost	<p>The minimum total cost for this service is \$20.</p>
Standard national call charges	<p>The cost to make a 2-minute standard national call is \$0.20c</p>
Standard national text charges	<p>The cost to send a standard text message is \$0.10c per 160 characters (emoji's count as multiple characters)</p>
Included value	<p>2.5GB of data (\$0.0079 per MB)</p> <p>If you use more than your included data, you can add a further 1GB of data for \$10 (\$0.0098 per MB) up to a maximum of 150GB extra data per month. Data is calculated in kilobytes and includes all uploads and downloads.</p>

All unused calls, text and data will expire at the end of the 30 day billing cycle.

Cancellation fees There are no cancellation fees for this plan.

## Other Information

Tracking your Usage You can track your usage online through your online account [www.aptravelsim.com/Customer/](http://www.aptravelsim.com/Customer/) or through the Australia Post TravelSIM mobile APP.

Fair Go policy All plans are subject to our Fair Go policy which is available on our website at [www.travelsim.net.au](http://www.travelsim.net.au)

Overseas roaming Overseas roaming will be activated upon arrival in your first overseas destination.

How to contact us

- Within Australia by calling on 1300 881 710 available 24/7.
- Email us on [auspost@travelsim.net.au](mailto:auspost@travelsim.net.au)
- Complete an online Contact Us form at [www.aptravelsim.com/Contact/](http://www.aptravelsim.com/Contact/).
- Send a letter to PO Box 1451, Burleigh Heads, QLD 4220.

Internal dispute resolution To view our Internal Dispute Resolution process please see our complaints page [www.aptravelsim.com/Complaints/](http://www.aptravelsim.com/Complaints/)

Complaint handling system We encourage all our customers to attempt to contact the Australia Post TravelSIM 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. Alternatively, you can email [auspost@travelsim.net.au](mailto:auspost@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](http://www.tio.com.au/about-us/contact-us) for more information.

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