

CRITICAL INFORMATION SUMMARY

Overseas Travel Plan

Information About The Service

Description of the service	The Australia Post TravelSIM® card is an 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 countries listed on the website www.aptravelsim.com .
Bundling	This service is not conditional on any bundling arrangements. Australia Post TravelSIM® does not offer any bundling offers.

Mandatory Components

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 including overseas providers.</p> <p>If you are unsure if your phone is locked, you will need to contact your Australia service provider. Unlocking fees may apply.</p> <p>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.</p>
Minimum term	There is no minimum term for the Australia Post TravelSIM®. You can choose to stop using the service at any point with no termination fee.

Important Conditions

Credit Expiry	<p>Prepaid TravelSIM®+ credit expires 6 months from date of last purchase.</p> <p>If you purchase additional credit before the expiry date, any unused credit will roll over.</p>
Inclusions	The Australia Post TravelSIM® provides you with mobile telephone, text and data access to various networks in over 180 countries .
What is not included	You will be unable to call toll free numbers, premium, satellite or numbers not in correct international format.

Information about pricing

2 Minute Standard National Mobile Call	\$0.50
Standard National SMS (160 characters)	\$0.25
1 megabyte of data within Australia	\$0.15

The above rates are for usage of the Australia Post TravelSIM® within Australia. Please note the Australia Post 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.aptravelsim.com/coverage-and-rates.

Recharge Options Australia Post TravelSIM® offers three options to recharge your Australia Post TravelSIM® service:

- Through our app on your handset
- Through your online account
- Free call over the phone (+61 2 9233 5165)

Billing The Australia Post TravelSIM® is a prepaid service and you will not receive a bill.

You can view your full usage and Call History through your online Australia Post TravelSIM® account.

Other Information

Usage Information You can monitor your usage online through your online account www.aptravelsim.com/my-account or through the Australia Post TravelSIM mobile APP.

Internal dispute policy To view our Internal Dispute Resolution process please see our complaints page 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** (from a non-TravelSIM service) or **+61 2 9233 5165** (from a TravelSIM service or overseas) or online at www.aptravelsim.com. Alternatively, you can email 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 for more information

This is a summary only – the full legal terms for the product and service is available at <http://www.aptravelsim.com/terms-and-conditions>

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