



CRITICAL INFORMATION SUMMARY

Overseas TravelSIM

Information About The Service

Description of the service	Overseas TravelSIM 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 https://www.travelsim.net.au
Bundling	This service is not conditional on any bundling arrangements.

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 Australian service provider. Unlocking fees may apply.</p> <p>While our SIM card will work in nearly all mobile phones, some countries require specific phones to connect to their mobile networks. If you are unsure if your phone will work where you are travelling to, please see our Support article titled 'Is my phone compatible'.</p>
Minimum term	There is no minimum term for Overseas TravelSIM. You can choose to stop using the service at any point with no termination fee.

Important Conditions

Credit Expiry	<p>Overseas 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	TravelSIM® provide you with mobile phone calls, 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 TravelSIM® within Australia. Please note TravelSIM® is intended for use overseas and is not intended to replace your everyday Australian SIM card. You may choose to connect to one of our Local Plans shown on the website.



To view full coverage and rates for all countries we provide service in, please go to <https://www.travelsim.net.au/coverage-and-rates>

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

- Through our app on your handset
- Through your online account
- Free call over the phone (+61 2 8668 7500)

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

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

Other Information

Usage Information You can monitor your usage online through your online account <https://www.travelsim.net.au/my-account> or through the TravelSIM mobile APP.

Internal dispute policy To view our Internal Dispute Resolution process please see our complaints page <https://www.travelsim.net.au/complaints>

Complaint Handling System We encourage all our customers to attempt to contact the TravelSIM® team 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) or online at <https://www.travelsim.net.au>. Alternatively, you can email 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

This is a summary only – the full legal terms for the product and service is available at <https://www.travelsim.net.au/terms-and-conditions>