

CRITICAL INFORMATION SUMMARY**Medium Plan – 20 GB 30-days****Information About The Service**

Description of the service	<p>The service provided is a 30-day contract that gives access to:</p> <ul style="list-style-type: none">• 20GB Data• unlimited standard national calls and texts to standard Australian numbers and calls to 13/1300/1800 numbers.• up to 60 minutes of international calls and text <p>per 30-days for use within Australia.</p>
Eligibility	This service is available to new, recontracting and current customers.
Bundling	This service is not conditional on any bundling arrangements.
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	The minimum term for this service is 30-days.
What's included	<p>The service's inclusions are listed above, and the inclusions types include:</p> <ul style="list-style-type: none">• standard national calls and text in Australia to standard Australian numbers and calls to 13/1300/1800 numbers.

Information about pricing

Minimum charge	The minimum charge for this service is \$25.
Minimum total cost	The minimum total cost for this service is \$25.
Included value	<p>20GB of data (\$0.0013 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> <p>All unused calls, text and data will expire at the end of the 30-day billing cycle.</p>
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 auspostmobile.com.au/pages/my-account or through the Australia Post Mobile App.
Fair Go policy	All plans are subject to our Fair Go policy which is available on our website at https://auspostmobile.com.au/pages/fair-go-policy .
Overseas roaming	Overseas roaming will be activated upon first purchase of Overseas Credit. For information about pricing please refer to auspost.com.au/pages/overseas .
How to contact us	<ul style="list-style-type: none">• Within Australia by calling on 1300 196 916 available 24/7.• Email us on support@auspostmobile.com.au.• Complete an online Contact Us form at auspostmobile.com.au/pages/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 auspostmobile.com.au/pages/complaints .
Complaint handling system	We encourage all our customers to attempt to contact the Australia Post Mobile support team first when an issue arises so we can resolve your complaint. You can contact our support team at any time on 1300 196 916. Alternatively, you can email support@auspostmobile.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 tio.com.au/about-us/contact-us for more information.

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