

CRITICAL INFORMATION SUMMARY

AussieSim Prepaid travel SIM Card Combo and Nano - \$49.95

Information about the service

AussieSim is a prepaid SIM card for international travelers which lets you keep your existing Australian mobile number when you are travelling overseas.

Unlock Handset:

This SIM card requires an unlocked handset. In most cases network providers sell locked handsets and tablet devices. In order to unlock your device contact your network provider. For detailed instructions please see the 'Support' section of our website.

Note: For iPhones this process can take 24-48 hours, upon confirmation from your provider that your phone has been unlocked, you will need to sync your phone through iTunes to complete the unlocking process. Please ensure you allow sufficient time for this.

Global, UK Europe and USA SIM card included value:-

- \$20 included credit made up of \$10 call forwarding credit and \$10 SIM credit for use on talk, text and data.

Bali SIM card included value:-

- 10 minutes of included international calls
- 10 international SMS
- \$10 call forwarding credit
- 150Mb of data

Expiry:

- Global and USA SIM - Credit is valid for 12 months and the SIM card itself will expire after 12 months of remaining inactive.
- UK Europe SIM - Credit expires in 30 days and the SIM Card expires 45 days after last top up.
- Bali Indonesia SIM - Credit expires in 30 days and the SIM expires 90 days after last top up.

Information about pricing

	Global	UK Europe	USA	Bali
Cost to calls Australia/minute	Rates vary depending on location. For further information about specific rates please visit the AussieSim website: http://aussiesim.com.au/pages/call-rates-charges	\$ 0.22*	\$ 0.50*	\$ 0.36*
Cost to send SMS		\$ 0.14*	\$ 0.30*	\$0.20*
Cost to access data/Mb		\$ 0.45*	\$ 0.60*	\$0.62*

*Rates are subject to variation

Please note, there are no monthly charges or maximum charge for early termination incurred with any of the AussieSim products.

Other information

1. Rates information on talk, text and data available at – <http://aussiesim.com.au/pages/call-rates-charges>
2. Instructions on setting up the SIM are available on your user guide or at – <http://aussiesim.com.au/pages/frequently-asked-questions>
1. To check your sim account balance from your handset please use the following dialling codes:-

Global	*201*187# and press Call/Send
UK Europe	*125# and press Call/Send
USA	*201*187# and press Call/Send
Bali	*393*2# and press Call/Send

Customer service details

For further assistance with your SIM card or to make a complaint, please contact our customer support team on –

1. From Australia – **1300 333 440**
2. From Overseas – **+61 2 8076 2276**
3. Chat to one of our agents via LiveChat or Skype through our website

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by AussieSim, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

1. Calling 1800 062 058; or
2. Email to tio@tio.com.au; or
3. Fax to 1800 630 614; or
4. Post to PO Box 276, Collins Street West, VIC 8007