

Critical Information Summary:

gotalk Mobile “Seafarers Straight Talk Plus Plan”



17th August 2015

Information About the Service

gotalk Mobile is a pre-paid ‘SIM-only’ mobile phone carrier service. There are no contract as consumers “pay as they go”. Users will need to supply their own ‘unlocked’ mobile phone handset and have the option to keep their existing mobile number if they choose to.

Information About Pricing

Minimum Monthly Charge

‘Seafarers Straight Talk Plus’ plan is a pre-paid service. A minimum monthly charge is not applicable

Maximum Monthly Charge

‘Seafarers Straight Talk Plus’ plan is a pre-paid service. A maximum monthly charge is not applicable.

Maximum Early Termination Charge

The gotalk Mobile ‘Seafarers Straight Talk Plus’ plan is not subject to a contract period. No early termination charge is applicable.

Key National call rates

	To gotalk mobiles	To other networks
Voice calls – mobiles	First 5 minutes free then 15¢ / minute plus 29¢ flagfall	15¢ / minute plus 35¢ flagfall
Text message – SMS	5¢ / SMS	15¢ / SMS
Picture message – MMS	80¢ / MMS	80¢ / MMS
	To National landlines	
Voice calls – landlines	15¢ / minute plus 35¢ flagfall	

Standardised Cost Information

2 Minute Standard National Mobile Call	2 minute national mobile call will cost \$0.65 (\$0.35 flagfall per call and \$0.15 per minute. Total call cost rounded up to next \$0.05)
Standard National Mobile SMS	A standard SMS will cost \$0.15
One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost \$0.05.

If you restricted your use solely to Standard National Mobile call each 2 minutes in duration, you could make 15 calls based on a \$10 recharge;

Plan Name	Number of standard national mobile calls each of 2 minute duration
Seafarers Straight Talk Plus Plan	15 calls per \$10 recharge

Other Information

Call and Data Usage Information

gotalk customers can obtain information:

- On gotalk Mobile pricing at <http://www.gotalk.com.au/mobile>
- On their gotalk Mobile usage at <https://secure.gotalk.com.au/>

To assist gotalk Mobile customers maintain their service, low credit / recharge notifications are used. 'Seafarers Straight Talk Plus' plan users are advised when placing voice calls if their account balance has fallen below \$2.00.

International Roaming Costs

Not applicable - your gotalk Mobile service will not operate if it is used outside Australia.

Customer Service Contact Details

You can contact gotalk Mobile Customer Service by calling **1800 468 255** or by sending an email via the following address at contactus@gotalk.com

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the gotalk Mobile website at www.gotalk.com.au/legal

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/making-a-complaint