

Seafarers Wireless Broadband Critical Information Summary



Last update on 6 July 2016

Information About the Service

gotalk Seafarers Wireless Broadband is a low cost prepaid 4G internet service that allows you to stay in touch on-the-go without any lock-in contracts or unexpected expensive data bills. With competitive rates and a range of products to choose from, gotalk Seafarers Wireless Broadband is the perfect way to save on mobile broadband from your unlocked mobile, modem, iPad or tablet. gotalk Mobile is powered by the Vodafone Australia 4G network.

Information About Pricing

Minimum Monthly Charge

There is no minimum monthly charge as Seafarers Wireless Broadband is 'Pay-As-You-Go'.

Maximum Monthly Charge

There is no maximum monthly charge as Seafarers Wireless Broadband is 'Pay-As-You-Go'.

Maximum Early Termination Charge

Seafarers Wireless Broadband is not subject to a contract period. No early termination charge is applicable.

Credit Expiry

30 days

Standardised Cost Information

Starter Kit Options

Seafarers Wireless Broadband Starter Kit includes a triple-punch SIM card.

1GB Data	\$15 for 30 days (= 1.5¢ per MB)
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2GB Data	\$20 for 30 days (= 1¢ per MB)
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Recharge Options

Extra data allowance when recharging

1GB Data	\$10 for 30 days
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2GB Data	\$15 for 30 days
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2.5GB Data	\$20 for 30 days
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3GB Data	\$30 for 30 days
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5GB Data	\$50 for 30 days
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Important Notes

- Data Session rounded up to the nearest KB
- Downloads and uploads included.
- Seafarers Wireless Broadband Starter Kit is limited to internet use within Australia.

Other Information

Data Usage

To check and manage your usage, login to 'My Account' at <https://secure.gotalk.com.au/>
You will also receive usage alert through SMS and/or email (to verified email address only) when you reach 50, 85 or 100% of your plan inclusion for either calls or data (if applicable).

International Roaming

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 (from 8am to 8pm, AEST) or by sending an email via the following address 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 format. The methods of lodging your complaint are listed at <http://www.gotalk.com.au/legal/complaint>

If you are not satisfied with the resolution or the investigation of your case, 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