

# Seafarers Mobile Plan Critical Information Summary



Last update on Aug 2018

## Information About the Service

This service is provided by gotalk Mobile which is a pre-paid 'SIM-only' mobile service carrier. To use the service, you will need to supply your own 'unlocked' mobile handset, purchase and activate the gotalk Mobile SIM card which will enable you to make and receive voice calls, SMS, MMS, use data and other mobile services. gotalk Mobile is powered by the Vodafone Australia 4G network. All for use in Australia. Personal use only and Fair Use Policy ( <http://www.gotalk.com.au/legal/fair> ) applies. This plan is not bundled with any other gotalk Mobile service.

### Excluded Functions

Calls or SMS to premium numbers (19 numbers) are not available

### Minimum Term

30 days

## Information About Pricing

### Minimum Monthly Charge

There is no minimum monthly charge as Seafarers Mobile plan is a 'Pay-As-You-Go' plan. You pay for what you use.

### Maximum Monthly Charge

There is no maximum monthly charge as Seafarers Mobile plan is a 'Pay-As-You-Go' plan. You pay for what you use.

### Maximum Early Termination Charge

Seafarers Mobile plan is not subject to a contract period. No early termination charge is applicable. However, if you cancel your service, any remaining credit is not refundable.

### National Call and Text Rate

	<u>To gotalk Mobile</u>	<u>To Other Networks</u>
Voice Calls - Mobile	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
Voice Calls - Landlines	<u>To National Landlines</u> 15¢ /minute plus 35¢ flagfall	

2 Minutes Standard National Call:	Call to all networks other than gotalk will cost 65¢
Standard National SMS:	A Standard National SMS will cost 15¢
1MB of Data within Australia:	Using 1MB data within Australia will cost 5¢ (data sessions rounded up to the nearest KB)

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

## Other Information

### Account Management

To check your usage and balance, login to 'My Account' at <https://secure.gotalk.com.au/> To assist you in maintaining your service, low credit / recharge notifications will be sent to you. You will also be advised when making calls if your account balance has fallen below \$2.00.

### 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](mailto: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 (TIO)

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](http://www.tio.com.au/making-a-complaint)