

Aussie 30 & Aussie 40 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.

What's Included

- Unlimited calls to standard national mobile and landline numbers, including 13, 1300 and 1800 numbers
- Unlimited calls to gotalk Mobile voicemail
- Unlimited SMS to standard national mobile numbers
- 2GB national mobile data for Aussie 30 Plan OR 4GB national mobile data for Aussie 40 Plan

What's Excluded

- National MMS
- International calls, SMS and MMS
- Premium calls and SMS to 19 numbers
- Video calls, satellite calls and call diversions
- Assistance and calls to numbers starting with '12'
- Ships at Sea (12458)

Minimum Term

30 days

Information About Pricing

Minimum Monthly Charge

Aussie 30 plan is a pre-paid service. A minimum monthly (30 day) charge is \$30.00

Aussie 40 plan is a pre-paid service. A minimum monthly (30 day) charge is \$40.00

Maximum Monthly Charge

Aussie 30 plan is a pre-paid service. A maximum monthly (30 day) charge is \$30.00

Aussie 40 plan is a pre-paid service. A maximum monthly (30 day) charge is \$40.00

Maximum Early Termination Charge

Aussie 30 & Aussie 40 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.

2 Minutes Standard National Call:	Not applicable – Aussie 30 & Aussie 40 plan includes Unlimited National Calls per 30 days
Standard National SMS:	Not applicable – Aussie 30 & Aussie 40 plan includes Unlimited National Calls per 30 days
1MB of Data within Australia:	Aussie 30 plan includes 2GB data per 30 days and Aussie 40 plan includes 4GB data per 30 days. Using 1MB of data within Australia after the data inclusion will cost \$0.05 (data sessions rounded up to the nearest KB)

Other Information

Call and 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