

# MAX Plan

## Critical Information Summary



Last update on Jan 2020

### Information About the Service

#### Description of 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.

The gotalk MAX plan operates on a Peak / Off Peak rate structure. Rates are calculated on the local time when the call is placed. Peak / Off Peak times are as follows

Peak – 11:00am to midnight local time

Off Peak – Midnight to 11:00am local time

#### Excluded Functions

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

#### Minimum Term

90 days

### Information About Pricing

#### Minimum Monthly Charge

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

#### Maximum Monthly Charge

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

#### Maximum Early Termination Charge

MAX 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>
Off-peak Voice Calls - Mobile	First 5 minutes free then 10¢/min plus 30¢ flagfall	10¢/min plus 30¢ flagfall
Peak Voice Calls - Mobile	First 5 minutes free then 19¢/min plus 30¢ flagfall	19¢/min plus 30¢ flagfall
Text Message - SMS	5¢ / SMS	15¢ / SMS
Picture Message - MMS	80¢ / MMS	80¢ / MMS
	<u>To National Landlines</u>	
Voice Calls - Landlines		
Off-peak	10¢/min plus 30¢ flagfall	
Peak	19¢/min plus 30¢ flagfall	

2 Minutes Standard National Call: Off-peak	Call to all network other than gotalk will cost 50¢
2 Minutes Standard National Call: Peak	Call to all network other than gotalk will cost 68¢
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 14 calls based on a \$10 recharge during peak periods or 20 calls during off-peak periods, 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)

This CIS is a summary only. Please contact gotalk Mobile for full Terms and Conditions.

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