Critical Information Summary

Information About the Service

Description of the Service	TravelSIM card is a prepaid international global roaming SIM card operated by TravelSIM Australia Pty Ltd and is intended for international travel. It is a roaming SIM card which means you will have the ability to connect to various networks in over 200 countries.
Bundling	This service is not conditional on any bundling arrangements. TravelSIM does not offer any bundling offers.

Mandatory Components

Handset Requirements	You will require an **unlocked** mobile handset. If your handset is locked, you will not be able to use any SIM card from a different provider including overseas providers. If you are unsure if your phone is locked, you will need to contact your Australia service provider. Unlocking fees may apply. If you are traveling to the **North America**, **Central America, South America** you require a Quad Band phone. If you are traveling to **Japan, Thailand or South Korea** you will require a 3G phone (2100MHz). If you are unsure of the type of phone you have, please gives us a call and we can advise you if your phone is compatible with your destinations.
Minimum Term	There is no minimum term for the TravelSIM. You can choose to stop using the service at any point with no termination fee.

Important Conditions

Credit Expiry	TravelSIM credit expires 6 months from date of last purchase. If you purchase additional credit before the expiry date, any unused credit will roll over.
Inclusions	TravelSIM provides you with mobile telephone, text and data access to various networks in over **200 countries**.
What is Not included?	You will be unable to call toll free numbers, premium, satellite or numbers not in correct international format.

Information about Pricing

2 Minute Standard National Mobile Call	$0.50
Standard National SMS (160 characters)	$0.25
1 megabyte of data within Australia	$0.25

The above rates are for usage of the TravelSIM within Australia. **Please note the TravelSIM is intended for use overseas and is not intended to replace your everyday Australian SIM card.**

To view full coverage and rates for all countries we provide service in, please go to www.travelsim.net.au/Rates/

Recharge Options

TravelSIM offers three options to recharge your TravelSIM service:

- Through your handset
- Through your online account
- Over the phone (+61 2 8668 7500)

Billing

The TravelSIM is a prepaid service and you will not receive a bill.

You can view your full usage and Call History through your online TravelSIM account.

Other Information

Usage Information

You can monitor your usage through your online account www.travelsim.net.au/Customer

Internal Dispute Resolution

To view our ***Internal Dispute Resolution*** process please see our complaints page www.travelsim.net.au/Complaints/

Complaint Handling System

We encourage all our customers to attempt to contact the TravelSIM team first when an issue arises so we can resolve your complaint. You can contact our support team at any time on **1300 851 676** (from a non-TravelSIM service) or **+61 2 8668 7500** (from a TravelSIM service or overseas). Alternatively, you can email **support@travelsim.net.au.**

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on **1800 062 058** or you can visit www.tio.com.au/about-us/contact-us for more information

This is a summary only – the full legal terms for the TravelSIM are available at www.travelsim.net.au/TermsAndConditions/