

TELSIM PREPAID PLANS

Recharge	\$20	\$30	\$40	\$50	\$200	\$300
Expiry	28 days	28 days	28 days	28 days	180 days	365 days
Data Allowance	5 GB	25 GB	40GB	55 GB	100 GB	220 GB
Bonus Data	5 GB Bonus* Data on activation & first 2 recharges within 90 days.	5 GB Bonus* Data on activation & first 2 recharges within 90 days.	10 GB Bonus* Data on activation & first 2 recharges within 90 days	10 GB Bonus* Data on activation & first 2 recharges within 90 days.	N/A	N/A
Standard National Calls*	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls & Text	No international call or text inclusions	Unlimited Standard Calls & Text to 10 Selected Destinations Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA		Unlimited Standard Calls & Text to 15 Selected Destinations Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA.	No international call or text inclusions	

*Includes 13, 1300, 1800 numbers and voicemail. Excludes special, premium, satellite, 19xx numbers, operator assisted calls, overseas numbers, and video MMS.

*Promotion subject to change without notice and may be withdrawn at Telsim's discretion

EXTRAS

Cost	\$5	\$10	\$20
Expiry	365 days**	365 days**	365 days**

DATA PACK

Cost	\$10
Data	1GB
Expiry	Inline with underlying plan

ADD ON

INTERNATIONAL CALL PACK

Cost	\$5
International Calls	60 minutes to 30 destinations Bangladesh, Bhutan, Brunei, Cambodia, Canada, China, Greece, Hong Kong, India, Iran, Iraq, Ireland, Japan, Laos, Malaysia, Mongolia, Nepal, New Zealand, Nigeria, Pakistan, Philippines, Singapore, South Africa, South Korea, Sri Lanka, Thailand, Turkey, United Kingdom, USA & Vietnam
Validity	Inline with underlying plan

**Active recharge is required to use Data Packs and Extras.

Extras

In case, the underlying plan expires, the usage from this balance will not be allowed but the credit will be available for another 210 days. If you recharge the base plan within this 210-day grace period, this balance will again be usable. However, if you recharge the same Extras (Small, Medium, Large) when the previous instance is still valid, any unused included value from the previous Extras pack will be forfeited and the new included value allowance will be awarded with a new expiry date.

Service Information

You can use Telsim services by purchasing a Telsim SIM card online or through retail outlets and activate the SIM card using Telsim My Account Portal at www.telsim.com.au/activate. A 3G/4G/4G+ compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes.

Telsim SIM only prepaid mobile services are for use in Australia only. By default, international roaming services are not enabled, and while you are overseas, you won't be able to make or receive calls or send messages, or to access mobile data.

Prepaid Mobile Recharge

You can order a SIM online with or without a recharge added. We will send the SIM to the address in Australia mentioned in the order. You can apply the Reference Number provided during your order while you activate the SIM card online to get the recharge applied automatically. If you have purchased the SIM without a recharge added (from online or retail outlets), you will need to select a recharge and pay for it plus the cost of any international add on packs or extras.

Following your initial payment through Card or Reference Number, you will be charged on the preferred payment method added in the Telsim My Account at the end of each validity period, unless you remove your auto-recharge before expiry through Telsim My Account. If your payment method is not updated, automatic recharges are not possible and you will need to recharge your pack at www.telsim.com.au/recharge by yourself.

If you recharge your existing pack before validity expiry, all your allowances will be forfeited and new allowances will be applied as per the new selected recharge pack. No refund will be given for any fees that you already paid to us. Recharge amount applied are non-refundable.

Usage

You can monitor your data usage on your My Account page or at www.telsim.com.au/checkbalance. We may also alert you once you have reached approximately 50%, 85% or 100% of your included value for either calls or data. You can add the non-recurring Data Packs anytime through My Account page.

Terms and Conditions

No refund of prepaid credit and no early termination charge. There is no minimum contract term. If you cancel your service or port out, you will not be charged an early termination fee, however any remaining credit will not be refunded and any unused data will be lapsed.

Refer the links below for more details on fair use policy, port in and port out policy, complaints handling or full list of policies at www.telsim.com.au/legals

Fair Use Policy:

www.telsim.com.au/fair-usage-policy

Customer Complaints:

www.telsim.com.au/complaint-handling-policy

Port in and Port out Policy:

www.telsim.com.au/port-in-and-port-out-policy/

Contact us:

www.telsim.com.au/contact-us/