

## SHORT TERM PLANS

Minimum Charge	\$10	\$18	\$28	\$38	\$48
Minimum Term	28 days	28 days	28 days	28 days	28 days
Data Allowance	3 GB 2 GB Base data + 1 GB Bonus* data	6GB 4 GB Base data + 2 GB Bonus* data	60 GB 15 GB Base data + 45 GB Bonus* data	80 GB 20 GB Base data + 60 GB Bonus* data	100 GB 25 GB Base data + 75 GB Bonus* data
Standard National Calls*	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

## LONG TERM PLANS

Minimum Charge	\$60	\$100	\$150	\$200	\$300
Minimum Term	180 days	180 days	180 days	180 days	365 days
Data Allowance	20 GB	60 GB	90 GB	150 GB	250 GB
Standard National Calls*	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard National MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

\*includes 13, 1300, 1800 numbers and voicemail

\*Promotion subject to change without notice and may be withdrawn at Telsim's discretion.

## INTERNATIONAL ADD ON PACKS

Zone	Pack Value	100 minutes per zone*
Zone A	\$2	Austria, Canada, Denmark, Finland, France, Germany, Greece, Hong Kong, Ireland (Republic), Italy, Japan, Liechtenstein, Malaysia, Monaco, Netherlands, New Zealand, Norway, San Marino, Singapore, Sweden, Switzerland, Tokelau, United Kingdom, USA, Vatican City
Zone B	\$3	Andorra, Antarctica, Guam, Israel(& Occ Terr), Korea, South Norfolk Is, Palestinian Autonomous Areas, Papua New Guinea, Philippines, Puerto Rico, Slovak Republic, South Africa, Spain, US Virgin Islands
Zone C	\$5	Argentina, Bahamas, Belgium, Bosnia Herzegovina, Brazil, Brunei, Chile, China, Comoros, Cook Islands, Croatia, Cuba, Cyprus, Cyprus (Turk Occ. Area), Czech Republic, Dominican Republic, East Timor, Estonia, Faeroe Island, Fiji, French Polynesia, Greenland, Hungary, Iceland, India, Indonesia, Kiribati, Lebanon, Luxembourg, Macedonia(F Y R), Malta, Mayotte, Mexico, Nauru, Netherlands Antilles, New Caledonia, Niue Island, Poland, Portugal, Russia, Sakhalin Island, Samoa (American), Samoa (Western), Slovenia, Solomon Islands, Sri Lanka, Taiwan, Thailand, Tonga, Trinidad & Tobago, Turkey, Tuvalu, Ukraine, United Arab Emirates, Vanuatu, Venezuela, Vietnam, Yugoslavia
Zone D	\$10	Albania, Angola, Antigua & Barbuda, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, British Virgin Islands, Bulgaria, Burkina Faso, Burundi, Cambodia, Cape Verde, Cayman Islands, Central African Republic, Colombia, Congo, Costa Rica, Diego Garcia, Ecuador, Egypt, El Salvador, Falklands, French Guiana, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guadeloupe, Guantanamo Bay, Guatemala, Guinea Republic, Guyana, Haiti, Iran, Iraq, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Korea North, Kuwait, Kyrgyzstan, Laos, Latvia, Lesotho, Libya, Lithuania, Macau, Madagascar, Malawi, Maldives Republic, Mali, Mariana Islands / Saipan, Marshall Islands, Martinique, Mauritania, Mauritius, Micronesia, Moldova, Montserrat, Myanmar, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palau, Panama, Paraguay, Peru, Qatar, Reunion, Romania, Rwanda, Sao Tome & Principe, Saudi Arabia, Seychelles, Sierra Leone, St Helena, St Kitts & Nevis, St Lucia, St Pierre & Miquelon, St Vincent & Bequia, Sudan, Surinam, Swaziland, Syria, Tajikistan Tanzania, Togo, Turkmenistan, Turks & Caicos Islands, Uganda, Uruguay, Uzbekistan, Wallis & Futuna Islands, Yemen Arab Rep, Yemen PDR, Zambia, Zimbabwe
Zone E	\$15	Afghanistan, Algeria, Anguilla, Cameroon, Chad, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Guinea-Bissau, Honduras, Liberia, Mongolia, Morocco, Mozambique, Senegal, Somalia, Tunisia, Zaire

\*International SMS not included. International SMS usage charges \$0.25 AUD per SMS applicable.

## DATA BUNDLE ADD ON PACKS

Bundle Value	\$10	\$20	\$30
Data Allowance	3 GB	6 GB	10 GB

Note: You can apply Data Bundle Add on packs multiple times in a billing period and the payment method on Telsim My Account will be charged immediately each time the Data Bundle is applied.

## 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](http://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 post-paid 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.

## Billing and Payment

You can order a SIM online with or without a plan 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 plan applied automatically. If you have purchased the SIM without a plan added (from online or retail outlets), you will need to select a plan and pay the first billing cycle's charges plus the cost of any international add on packs.

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 billing period. If we are unable to auto renew your plan for reasons such as direct debit rejection, insufficient funds or notice by you to not auto-renew etc., then your service will be suspended at the end of the billing cycle or when your remaining valid voice/data/SMS allowances has been depleted. Telsim reserves all rights to suspend or terminate your service if Telsim is unable to charge, or if Telsim suspects that there is extraordinary usage that may incur bad debt. Telsim reserves the right to deny service to those with suspicious or unreliable payment histories.

## Data Allowances

You can change your Telsim Plan anytime in the Telsim My Account page and the last selected Plan will be applicable from the next billing cycle. To enjoy the unlimited national calls & SMS, MMS applicable to your selected plan, you should always maintain a minimum data balance not less than 100 MB. When your data is exhausted, we will add an additional 2 GB data to your account and \$10 is charged to your payment method updated in My Account. If the payment method is not updated, your Telsim Service will be suspended when data is exhausted. You can monitor your data usage on your My Account page or at [www.telsim.com.au/balance-check](http://www.telsim.com.au/balance-check). Please note that the typical usage information data can be up to 48 hours behind and the usage details should only be considered as an approximation. Any abnormally delayed or un-billed usages will still be billed as part of your current billing cycle. Any excess usage will be calculated and charged onto the renewed billing period. We may also alert you once you have reached approximately 50%, 60%, 70%, 80%, 95% of your total data allowance. You can add the non-recurring Data Bundles Plans anytime through My Account page.

## International Add on Packs

You can add or remove the international call and text add-on packs for each international zone. When you add a pack, you will be charged to your payment method straight away and unless you remove the pack, same charges will apply in the next billing

cycle also. If you exhaust the allowed minutes (100 minutes) per pack, a new pack will be added automatically, and charges will be applied to your payment method immediately. If you make calls to any countries other than the one included in your add-on pack, the corresponding international pack will be automatically applied to your account and charged immediately. Unless you remove the packs from your account, all the add on packs will be automatically charged at end of each billing cycle. Telsim may not refund any money that you've already paid for the add-on for the current month. All international SMS are charged at the rate of \$0.25 AUD per SMS (up to 160 characters) with an add on pack worth \$2.50 AUD effective from 12 January 2021. When you exhaust the allowed number of international SMS (10 SMS), a new pack will be added automatically when you send the next international SMS and charges will be applied to your payment method.

## Cancellation

You can cancel your Telsim Service anytime by contacting Telsim Support Team or at My Account page at least minimum of 24 hours before the start of the next monthly payment cycle. If you cancel your service, no refund will be given for any fees that you have already paid to us and your service will stop working within an hour of your request being actioned. Your final account balance will be worked out within 30 days of termination and any outstanding amount will be charged to the payment method or has to be made accordingly. All your payment method information like card details will be removed from our system after 30 days of your account cancellation/suspension. Your Telsim My Account will be deleted after 60 days. Should you wish to reactivate the service, you need to select and pay for a new Telsim plan available at the time of reactivation within 60 days of cancellation/suspension.

## Terms and Conditions

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/](http://www.telsim.com.au/legals/)

Fair Use Policy: [www.telsim.com.au/fair-usage-policy](http://www.telsim.com.au/fair-usage-policy)  
Customer Complaints: [www.telsim.com.au/complaint-handling-policy](http://www.telsim.com.au/complaint-handling-policy)  
Port in and Port out Policy: [www.telsim.com.au/port-in-and-port-out-policy/](http://www.telsim.com.au/port-in-and-port-out-policy/)  
Billing and Payment Policy: [www.telsim.com.au/billing-and-payment-policy/](http://www.telsim.com.au/billing-and-payment-policy/)

## Contact Us

**Our team is ready to answer your questions and help in any way!**

**Please CALL, EMAIL, CHAT  
or fill in ENQUIRY FORM**

**Customer Care: 1300 TELSIM (1300 835 746)**

**Support Email: [support@telsim.com.au](mailto:support@telsim.com.au)  
Chat/Enquiry form: [www.telsim.com.au/contact-us](http://www.telsim.com.au/contact-us)**

**Service Hours: 10 AM - 7 PM - Monday - Saturday**