

TELSIM PREPAID PLANS

| Recharge | \$22 | \$25 | \$35 | \$45 | \$55 | \$60 | \$220 | \$330 |
|--------------------------------------|--|--|--|---|--|--|--|----------|
| Expiry | 28 days | 28 days | 28 days | 28 days | 28 days | 28 days | 180 days | 365 days |
| Data Allowance | 10 GB | 20 GB | 35 GB | 70 GB | 120 GB | 160 GB | 125 GB | 260 GB |
| Bonus Data ^{##} | N/A | N/A | 35 GB Bonus Data on activation & subsequent 2 recharges | 70 GB Bonus Data on activation & subsequent 2 recharges | 120 GB Bonus Data on activation & subsequent 2 recharges | 160 GB Bonus Data on activation & subsequent 2 recharges | N/A | N/A |
| Credit | \$2 | N/A | \$3 | \$4 | \$5 | \$5 | \$5 | \$5 |
| Network Access | 4G | 4G | 5G [#] | 5G [#] | 5G [#] | 5G [#] | 4G | 4G |
| Plan speeds | - | - | Download speeds are capped at 150 Mbps on 5G. | Download speeds are capped at 150 Mbps on 5G. | Download speeds are capped at 150 Mbps on 5G. | Download speeds are capped at 250 Mbps on 5G. | - | - |
| Unlimited Standard National Calls* | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Unlimited Standard National SMS | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Standard National MMS | 2000 | ✗ | 2000 | 2000 | 2000 | 2000 | 1000 | 1000 |
| Unlimited International Calls & Text | No international call or text inclusions | No international call or text inclusions | Unlimited Standard Calls & Text to 15 Selected Destinations Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA | | | | No international call or text inclusions | |

[#]5G is available in selected areas on selected plans using compatible devices.

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

Customers on older plans (\$20, \$30, \$40, \$50) can continue to recharge their services on their current pricing until 31/01/2024. If you upgrade/downgrade from existing older plan then you will not be able to recharge with the older plan again. All the older plans will be discontinued for recharges from 01/02/2024.

^{##}Promotion subject to change without notice and may be withdrawn at Telsim's discretion.

| EXTRAS | | | | DATA PACK | |
|--------|------------|------------|------------|-----------|-----------------------------|
| Cost | \$5 | \$10 | \$20 | Cost | \$10 |
| Expiry | 365 days** | 365 days** | 365 days** | Data | 1GB |
| | | | | Expiry | Inline with underlying plan |

| ADD ON | INTERNATIONAL CALL PACK | |
|---------------------|---|--|
| Cost | \$4 | \$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 | 120 minutes to 42 destinations Andorra, Bangladesh, Brazil, Canada, China, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Gibraltar, Greece, Greenland, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Malaysia, Mexico, Monaco, Morocco, New Zealand, Norway, Romania, Singapore, Slovakia, South Korea, Spain, Taiwan, Thailand, Ukraine, United Kingdom & USA |
| 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.

INTERNATIONAL ROAMING PACK

| Cost | Validity | Voice & Value-Added Services | SMS & Value-Added Services | MMS | Data |
|------|-----------|------------------------------|----------------------------|-----|------|
| \$35 | 7 Days*** | 30 Mins | 30 SMS | N/A | 5 GB |

69 Destinations

Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, South Korea, Latvia, Lithuania, Luxembourg, Macao, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, United Arab Emirates, United Kingdom, United States of America, Vanuatu, Vietnam.

*** Active Recharge is required to use International Roaming Pack. For more info, visit telsim.com.au/international-roaming

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 4G/4G+/5G 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. However, you can add international roaming pack for selected destinations through Telsim My Account.

Data bank

Unused data excluding Promo/Bonus/Gift Data/Data only plans will rollover into Data Bank with a max limit of 500 GB. Data Bank Data will only be used once you have exceeded your monthly Data allowance. Your unused and accumulated data will be forfeited, if you do not recharge within 24 hours of expiry with an equal or higher Plan. You'll also forfeit your data if you downgrade the plan.

Data Gifting

Gift up to 50% of your Included Data per recharge or usage period to another active Telsim plan that includes the Data Gifting feature, Data, once gifted, cannot be re-gifted. Gifted data will be utilised before Included Data. Any unused gifted Data will not rollover into Data Bank when you recharge on the same or a higher value Plan before expiry.

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 portout, you will not be charged an early termination fee, however any remaining credit will not be refunded and any unused data will be lapsed. A refund request can be made within five (05) days from the date of purchase when the activation is no longer possible following extensive collaborative troubleshooting. And, in that case, you should surrender your number and the number will be disconnected before the refund can be processed. No refunds will be processed for port out numbers.

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

Help and Support

If you need any help with our plan and services, Our Level 1 Support Team can help you, write a mail to customer care at support@telsim.com.au. If at any stage of the process, you require more clarification or support you can reach out to our escalation desk via email.

1. You can write to our Customer Relations Manager at customer.relations@telsim.com.au and we will respond to you within two business days from receipt of your email.

2. If your query is unclarified, you can escalate the matter to our nodal officer. You can contact the nodal officer at nodal.officer@telsim.com.au

3. In case the query is still unclarified, the same can be escalated to the legal authority at legal@telsim.com.au

Fair Use Policy:

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