

Critical Information Summary

Data Plans



Valid from 3 July 2023

Information about the service

Description of the Service

7GB Data Plan, 50GB Data Plan and 90GB Data Plan are known as "Data Plans" where you make a set payment giving you certain data services for a 28 day period (see What's Included below). You need to purchase and activate an amaysim SIM card online from: www.amaysim.com.au

Are these plans bundled with any other Telecommunications Services?

No, you bring your own mobile device. You may purchase additional Data Top-Ups which can be used with your chosen Data Plan.

What's Included

When you're in Australia the following services are included in your payment depending on the plan you choose:

Plan Inclusions (All for use in Australia)	7GB Data Plan	50GB Data Plan	90GB Data Plan
Plan Cost. (Minimum for 28 days)	\$15	\$40	\$60
Data Inclusion (uploads & downloads)	7GB	50GB Data Inclusion / 100Mbps Download Speed Cap	90GB
Cost of using 1MB of Data in Australia	\$0.0021	\$0.0008	\$0.0007
Data Rounding	1KB	1KB	1KB
Minimum Term	28 days	28 days	28 days
Excess Data	\$10/GB	\$10/GB	\$10/GB
Data Bank	Unlimited	Unlimited	Unlimited

Post-Paid Data Top-Ups

As a Post-paid customer, if you go over your plan's limit of included data, we'll automatically top you up with 1GB for \$10.00. Each time you use all of your data inclusion we'll give you another 1GB for \$10.00. At the end of your billing cycle, you'll automatically be moved back to your plan's inclusions and charges. Data Top-Up inclusions will expire at the same time as your existing Data Plan. Data Top-Ups are measured in kilobytes, and includes uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is \$0.0098.

Pre-Paid Data Top-Ups

As a Pre-paid customer, you may manually add Data Top-Ups at \$10 per 1GB where required. At the end of your 28 day period, you'll automatically be moved back to your plan's inclusions and charges. Data Top-Up inclusions will expire at the same time as your existing UNLIMITED Mobile Plan (unless the Plan fails to renew). Data Top-Ups are measured in kilobytes and includes uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is \$0.0098.

Data Bank

Unused included data will roll over to the next billing cycle (for Post-paid customers) or to the next recharge (for Pre-paid customers) ("Data Bank"). For Post-paid customers, Data Bank will generally be used after any bonus data and included data for the current billing cycle is used. For Pre-paid customers, Data Bank will generally be used after any bonus data, Data Top-Ups and included data for the current recharge is used. From time to time, network behaviour may mean that data is used in a different order however total data inclusions will remain unchanged. Data Bank will expire if your Data Plan is cancelled, if your phone number is ported to another service provider or if you move from your chosen Data Plan to another plan. If a Data Bank is included in your chosen Plan, we'll send you combined usage notifications, consisting of the total Data Bank and the Plan data inclusion amount. Data Bank can never be redeemed for cash.

Automatic Renewal

Each time a Mobile Data Plan is added (or re-added) to a Service, auto-renew is switched ON by default. This means you'll need to manually switch auto-renew off once a new renewal period has started, if you do not want to renew your Plan. This can be done through the amaysim app or My amaysim.

Fair Go Policy

amaysim's Data Plans are subject to the amaysim [Fair Go Policy](#) which ensures amaysim can continue to provide high quality low cost mobile services to all of our customers. The Fair Go Policy ensures that the service is not used in a manner that we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use a Data Plan, you must agree to the Fair Go Policy.

Information about pricing

Early Termination

With amaysim, there is no minimum term contract, so you can cancel whenever you want. There is no fee for cancellation. We just ask that you send an email to service@amaysim.com.au. Please note, you could receive Post-paid invoices with delayed usage charges up to 2 months after you disconnect. If you terminate a Data Plan during a 28 day period, without using up your allowance your maximum charge will be the amount you paid for your plan. You will also be charged for any additional usage over these allowances and you must pay the entire 28 day fee, even if you cancel part way through a 28 day period (in other words, there will be no refund if you are a Pre-paid customer, or you will still be billed the full 28 day amount if you are a Post-paid customer).

Other Information

Download Speed

If a Download Speed Cap is specified for your plan, the download speed is capped at 100mbps. Typical speeds will be slower, and will be affected by your location, device type, and network conditions.

Using Your Service Overseas

amaysim's roaming service operates in a number of countries. Just be aware that while it's easy to connect, charges for international roaming are higher, so make sure you review our [roaming service charges](#). To help manage roaming spend, we provide you with roaming spend management tools. Find out how to access the tools [here](#). You may incur roaming data charges by accessing these tools overseas with your amaysim SIM.

Spend Management Tools

To check your balance or to view your bills or usage, login to My amaysim www.amaysim.com.au/my-account/login

Help and Support

If you have any questions, go to www.amaysim.com.au/help, click on the Live Chat link, email service@amaysim.com.au, or call 1300 808 300 from any other phone (standard call charges apply).

Complaints Handling & Further Complaint Options

If you have a dispute with amaysim, or wish to make a complaint, please contact our customer service team, or lodge a complaint via: www.amaysim.com.au/help/contact/complaints If unsatisfied with our handling of your complaint you may seek mediation with the Telecommunications Industry Ombudsman, contactable via: www.tio.com.au/about-us/contact-us or by phone on 1800062058. You must first contact us to lodge your complaint directly with amaysim before making contact with the TIO.