

Critical Information Summary **amaysim** UNLIMITED 180GB 5G \$165 Mobile Plan + iPhone

Valid from 3 July 2023

Information about the service

Description of the Service

This plan is in our suite of "UNLIMITED Mobile Plans", only available with the purchase on an Apple iPhone, where you make a set payment giving you certain unlimited services for a 90 day period (see What's Included below). Only available, and must be activated, online at: www.amaysim.com.au.

What's Included

Plan Inclusions (All for use in Australia)	
Plan Cost (Minimum for 90 days)	\$165 + the cost of your chosen iPhone for the first 90 days, then \$165 every 90 days after that
Standard Calls to mobile and landlines and standard SMS/MMS	Unlimited
Data Inclusion	180GB
Standard Calls and International SMS/MMS to 42 countries	Unlimited
Calls to 13, 1300 and 1800 numbers, and to voicemail	Unlimited
Minimum Term	90 days
Excess Data	\$10/GB

Do I need to take up a phone with this offer?

Yes, this plan is only available when purchased along with an iPhone. You will pay for your iPhone upfront with your first plan payment. You can see our iPhone range and pricing amaysim.com.au/plans/devices/apple.

5G Network Access

This plan provides access to the Optus 5G Network. You will need a compatible 5G mobile phone device and to be in an Optus 5G Network coverage area to access the Optus 5G Network. 5G available in selected areas. Check coverage at amaysim.com.au/about/coverage

When not in an Optus 5G Network coverage area, compatible devices will switch to the Optus 4G Network where it is available. When you first activate onto this plan, you will need to power down your device, or toggle between flight mode to gain access to the 5G network for the first time.

Talk & Text Only Status

If your plan expires and it is not renewed, you will default to a Talk and Text Only status. While in a Talk and Text Only status, you may continue to use voice and SMS services at the As You Go rate, but data and international services will not be available. While in a Talk and Text Only status, you may elect to purchase any new amaysim mobile plan.

Pre-Paid Data Top-Ups

As a Pre-paid customer, you may manually add Data Top-Ups at \$10 per 1GB. At the end of your 90 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 Uplan (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 when using 1GB Data Top-Up is \$0.0098.

Post-Paid Data Top-Ups

This plan is only available to Pre-paid customers.

Data Bank

Unused included data will roll over to the next billing cycle to the next recharge ("Data Bank"). 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 plan is cancelled, if your phone number is ported to another service provider or if you move from your chosen 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.

International Call and Text Inclusions

When in Australia, this plan allows for unlimited standard calls and SMS/MMS to Austria, Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, Croatia, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Italy, Japan, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Pakistan, Philippines, Poland, Puerto Rico, Romania, Singapore, South Africa, South Korea, Sweden, Taiwan, Thailand, Turkey, UK, USA and Vietnam

Critical Information Summary

UNLIMITED 180GB 5G \$165 Mobile Plan + iPhone

Total Maximum 90 Day Plan Cost

The maximum 90 day charge payable will be the Plan Cost in the table above unless you renew your plan early.

What's Not Included

Some additional services are not included in the this plan but are still available at amaysim's low rates including:

- International calls and SMS/MMS (other than the plan inclusions listed above)
- International voice, text and data roaming (other than the plan inclusions listed above)
- Video calls, satellite calls and call diversions
- Any Network Service number beginning with the prefix 12

Premium SMS services are not accessible through amaysim plans.

Automatic Renewal

For convenience, this plan automatically renews every 90 days. You are free to tell us not to renew your plan before it expires. Unless you tell us not to renew your plan before it expires, we will automatically renew it when it expires (and we will automatically bill you the 90 day fee, or deduct the 90 day fee from your available phone credit or chosen payment method).

Early Renewal

You may elect to renew your inclusions early by repurchasing this plan at any time. Your current plan will be cancelled, and you will forfeit all existing plan inclusions. If you choose to repurchase this plan, you must pay the entire 90 day fee, even if you cancel your current plan part way through a 90 day period (in other words, there will be no refund).

Fair Go Policy

Our 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 our plans 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. For any additional usage over your plan inclusions prior to termination you must pay the entire 90 day fee, even if you cancel part way through a 90 day period (in other words, there will be no refund if you are a Pre-paid customer).

Mobile Calls & Data usage

Call minutes are calculated in 60 second increments. Data is counted in kilobytes and includes uploads and downloads.

Other Information

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](#).

Call and Data usage information is available by logging in here: <https://accounts.amaysim.com.au/identity/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.