

Critical Information Summary

International Roaming Packs

Valid from 14 November 2023

Information about the service

Description of the Service

International Roaming Packs purchased after the date above provide the inclusions set out below for use overseas in Selected Countries (see "What's Included" below for details).

What's Included

The following services are included in your payment:

International Roaming Packs	Small Talk	The Works	Just Gigs	The Epic
Price	\$20	\$25	\$50	\$70
Data Inclusion	-	2GB	6GB	9GB
Expiry	365 days from purchase			
Standard SMS (160 characters)	100 SMS	30 SMS	-	60 SMS
Standard incoming/outgoing call minutes inclusions	100 call mins	50 call mins	-	100 call mins
All inclusions are for use in Selected Destinations. These may change from time to time, for a full list please visit https://www.amaysim.com.au/plans/mobile-plans/international/roaming . Inclusions cannot be used in Australia.				

Are these plans bundled with any other Telecommunications Services?

International Roaming Packs are only available to amaysim customers, so you need to purchase and activate an amaysim SIM card online from www.amaysim.com.au to be able to add an International Roaming Pack to your plan. You bring your own mobile device to use the service.

Standard incoming/outgoing call minutes inclusions

Standard calls are consumed for both incoming/outgoing calls, including voicemail retrieval. Calls are consumed in 60 second increments, which means that charges for a part of one minute will be rounded up to the nearest minute.

Early Renewal and Roll Over Inclusions

If you have an existing International Roaming Pack and you purchase an additional International Roaming Pack prior to the expiry of your existing International Roaming Pack,

the remaining inclusions on your existing International Roaming Pack will roll over to the next International Roaming pack (Roll Over Inclusions). If you have a Data Bank because you have another amaysim product, the data from your International Roaming Pack will not be added to your Data Bank. We'll send you combined usage notifications, consisting of the total of the relevant Roll Over Inclusions and the relevant International Roaming Pack inclusion amount. Roll Over Inclusions will expire when your active International Roaming Pack expires or is cancelled, or if your phone number is ported to another service provider. Roll Over Inclusions can never be redeemed for cash.

What's Not Included

Some additional services are not included in the International Roaming Packs but are still available at amaysim's low rates including:

- Services for use in Australia
- International voice, text and data roaming (other than the plan inclusions listed above)

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- Video calls (unless using an app and consuming data), satellite calls, operator assisted calls and call diversions
- Any Network Service number beginning with the prefix 12

Fair Go Policy

amaysim's International Roaming Packs 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 an amaysim International Roaming Pack 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 however there is no refund for unused inclusions. If you would like to discontinue roaming, you may disable the roaming feature in the amaysim app

Mobile Calls & Data usage

Call minutes are calculated in 60 second increments, regardless of whether a call is incoming or outgoing and are rounded up to the nearest minute. Data is counted in kilobytes and includes uploads and downloads. MMS will consume data and will be charged in KB increments.

Other Information

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, if you are in Australia, 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.