



# CRITICAL INFORMATION SUMMARY

## Information about the service

### SIM Only 35 Plan

#### Description of the service

This SIM Only plan is a post-paid mobile service and includes the following allowances for use within Australia every month:

- Unlimited calls and messaging value
- 3GB data allowance

#### Minimum Term

This plan is on a month-to-month term. The total minimum cost is \$35.

#### Mandatory Goods

You will need to supply your own mobile phone to use this service.

Usage type in Australia	Amount (inc. GST)	Plan inclusion or included value?
Standard National Landline	Unlimited * – rates do not apply	✓
Standard National Mobile	Unlimited * – rates do not apply	✓
Standard National SMS	Unlimited * – rates do not apply	✓
Standard National MMS	Unlimited * – rates do not apply	✓
Calls to 13/1300/1800 Numbers	Unlimited * – rates do not apply	✓
Voicemail Deposits	Unlimited * – rates do not apply	✓
Voicemail Retrievals	Unlimited * – rates do not apply	✓

Excluded Usage Type in Australia		
Directory Assistance	\$1.10 per call plus local rates	✗

International Usage Types from Australia		
International SMS	35 c/message	✗
International MMS	35 c/message	✗

Data Usage Types in Australia		
Included Data	3GB (\$0.011 /MB for use in Australia)	✓
Excess Data charges in Australia	1.5 c/ MB billed in KB increments	✗

Other Fees and Charges		
Late Payment Fee	\$16.50	
SIM Replacement Fee	\$25	
Paper Bill Fee	\$2.50	
Non-Direct Debit Fee	\$2.50	

Charges for other usage types can be found on <https://www.realsim.com.au/assets/footer/RealSIM-StandardFormofAgreement.pdf>.

## Information about pricing

### **Minimum Monthly Charge**

\$35 per month.

### **Cancelation Fees**

There are no cancellation fees for a month-to-month service.

### **Payment Processing Fee**

If you pay by direct debit from a bank account or credit card, there is no processing fee. All other payment methods will incur a \$2.50 charge to your account.

## Other Information

### **Billing Cycle**

The billing cycle for this plan uses anniversary billing, meaning your billing cycle commences on the day your service is connected and ends a month later.

### **Tracking Your Spend**

RealSIM will provide free SMS usage alerts once you've reached approximately 50%, 85%, and 100% of your standard credit and/or data allowance. Please be aware that usage info can be delayed. To monitor your unbilled usage, please log in to your account online at <https://www.realsim.com.au/>.

### **Using Your Service Overseas**

Please contact customer service to activate global roaming. To activate, you must pay an upfront bond of \$200 or have been with RealSIM for a period of 6 months with no overdue account.

Your included value **does not** apply to your usage if you are overseas. Global roaming charges can cost you up to \$2.20/min to make and receive a call and data usage can be up to \$1.20/MB. Please refer to <https://www.realsim.com.au/> for more details.

### **Mobile Calls and Texts**

You get unlimited\* standard national calls, SMS, and MMS to landline & mobiles from within Australia.

### **Data Usage**

You get 3GB data included in the plan. Data will be counted in KB increments. After you have used your included data allowance, each MB of data will cost \$0.015/MB. Your service is carried on the Optus 3G or 4G networks.

### **\*RealSIM Fair Use Policy**

RealSIM Fair Use Policy refers to 'unreasonable' or 'excessive' use of your service. For more details go to

<https://www.realsim.com.au/assets/footer/RealSIM-FairUsePolicy.pdf>.

### **Customer Complaints**

If you have a complaint, we urge you to contact customer service first so we can try to resolve your complaint straight away.

To view our full complaints handling policy and procedure simply go to

<http://www.realsim.com.au/information/customer-complaints-policy-summary>.

If you are still not satisfied with the proposed resolution after the full resolution process then you may contact the TIO at [www.tio.com.au](http://www.tio.com.au) or call them on 1800 062 058.

### **Financial Hardship**

If you experience financial hardship and require advice or assistance regarding your financial situation, please refer to our Financial Hardship Policy, which is available upon request.

### **Customer Service**

You can contact RealSIM on (07) 3071 7447 or email us on [admin@realsim.com.au](mailto:admin@realsim.com.au). Our postal address is PO Box 464, Fortitude Valley QLD 4006.

This is a summary only. For full legal terms and conditions, please visit <https://www.realsim.com.au/>.

**Customer Service:** (07) 3071 7447, **Email:** [admin@realsim.com.au](mailto:admin@realsim.com.au)