



CRITICAL INFORMATION SUMMARY

Information about the service

SIM Only 45 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
- 6GB data allowance

Minimum Term

This plan is on a month-to-month term. The total minimum cost is \$45.

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	X
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International Usage Types from Australia

International SMS	35 c/message	X
International MMS	35 c/message	X

Data Usage Types in Australia

Included Data	6GB (\$0.007 /MB for use in Australia)	✓
Excess Data charges in Australia	1.5 c/ MB billed in KB increments	X

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

\$45 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 6GB 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 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. 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