

# Critical Information Summary

## Europe SIM Card

### Information About The Service

**Description of the Service** The Europe service is a mobile plan in which you simply pay for what you use. You need to purchase and activate your SIM card.

**Is the Europe Service bundled with any other Telcommunications Service or Goods?** No, you bring your own mobile, tablet or laptop.

**What's Included** With the Europe SIM you simply pay for what you use. The following rates apply:

- US\$0.35/min standard calls
- No connection fee
- US\$0.35/standard SMS
- US\$0.25/MB data
- 90 day credit expiry from last use or recharge
- All Australia-wide

T&Cs & Fair Go policy applies.  
Calls are free from Australia to GO-SIM service numbers (181, 187, 154).  
For a full list of rates go to:  
[www.gosim.com.au/index.php?page=eu\\_sim](http://www.gosim.com.au/index.php?page=eu_sim)

**Minimum Term** No minimum term. Prepaid credit expiry is 90 days.

This is a pre-paid service. You may stop using the service at any time. However, any credit amount on the SIM card at the time you stop using the service will not be refunded

### Information About Pricing

**Total Minimum monthly Plan Cost** There is no minimum monthly plan cost. With the Europe SIM you only pay for what you use.

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Cost of 2 Minute Standard National Call	US\$0.70/2min
Cost of Standard National SMS	US\$0.35/SMS
Cost of 1MB of Data in Australia	US\$0.25/MB

## Other Information

Using Your Service Overseas	The Europe service operates in 190 countries so that you can stay in touch with family & friends while overseas. You can check the rates for each country by visiting: <a href="http://www.gosim.com.au/index.php?page=eu_sim">www.gosim.com.au/index.php?page=eu_sim</a>
Spend Management Tools	To check your balance or to view your bills or usage, login to <a href="http://www.rechargeminutes.com">www.rechargeminutes.com</a>
Help and Support	If you require assistance, email your question to <a href="mailto:help@rechargeminutes.com">help@rechargeminutes.com</a> , or dial 154 from your Go SIM service, or call 1800-795-252 from any other phone in Australia (standard call charges apply). The Telecommunications Industry Ombudsman is contactable at <a href="http://www.tio.com.au/about-us/contact-us">www.tio.com.au/about-us/contact-us</a> , by telephone on 1800-062-058, by facsimile on 1800-630-614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

For full terms & conditions, please visit [www.gosim.com.au/index.php?page=terms](http://www.gosim.com.au/index.php?page=terms)

To make a complaint and access Go SIM's internal dispute resolution process, you can contact Go SIM by:

**Telephone:** 1-800-094-747  
**Email:** [info@gosim.com](mailto:info@gosim.com)  
**Address:** ekit.com Inc  
c/o ekit.com Pty Ltd  
Level 3, 100 Dorcas Street  
South Melbourne VIC 3205.

**Hours of Operation:** 24 hours a day, 7 days a week.

You can also contact ekit using the details provided at: [www.gosim.com.au/contact-gosim.html](http://www.gosim.com.au/contact-gosim.html)