

# Critical Information Summary

# International SIM Card

## Information About The Service

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

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

**What's Included** With the International 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/gosim-international-sim-card.html](http://www.gosim.com/gosim-international-sim-card.html)

**Minimum Term** No minimum term. Prepaid credit expiry is 3 months from last use or recharge.

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 GO-SIM International 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

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|-----------------------------|---|
| Using Your Service Overseas | The GO-SIM International 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/gosim-international-sim-card.html">www.gosim.com/gosim-international-sim-card.html</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).<br>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 ekit's internal dispute resolution process, you can contact ekit 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 GO-SIM using the details provided at:  
[www.gosim.com.au/contact-gosim.html](http://www.gosim.com.au/contact-gosim.html)