

EzySim Critical information summary

30-Day Endless Data Prepaid Plan

1. Information about these Services

Plan Name	Cost of Recharge	Included in your Plan (Included Value)			Data Bank	Minimum Tern	Cost per GB
		Standard national calls, SMS, and MMS	Standard International calls to 25 destinations*	Included Data in Australia			
Legend 4G/5G	\$70	Unlimited	1000 mins	First 100GB at max speed then a speed cap of 2Mbps (megabits/second) will apply until the next recharge.	n/a	30 Days	NA

*Canada, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Japan, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Vietnam, Spain, Portugal, Pakistan, Philippines, Bangladesh, Sri Lanka

The service provided is EzySim giving access to Vodafone 4G/5G coverage. To use the service, you must first order and activate an EzySim Mobile SIM card which will enable you to make and receive domestic voice calls, SMS, MMS and provide access to data services. The service is provided by EzySim.

2. Using your Plan and Inclusions

To use this Plan, you must buy and activate an EzySim Mobile Physical or eSIM.

Included

When you're in Australia the following services are unlimited and included:

- calls to standard national fixed lines;
- calls to standard national mobiles;
- calls to 13, 1300 and 18 numbers;
- calls to voicemail; and

- standard national SMS and MMS
- International Calls for applicable plans to 25 countries as specified in the table above.
- Personal use only

Exclusions:

All services not listed above, including but not limited to:

- calls made, SMS sent and Data used when you are roaming onto a network other than the Vodafone Digital Mobile Network, including Australian and international networks;
- SMS to international numbers;
- premium and re-routed SMS;
- voice call diverts;
- any form of video calls;
- use of the VHA Network that is for a commercial purpose or for resale by you; and
- any voice call, SMS or MMS which is rerouted by a third party and/or re-routed to an international destination or to a premium number or service.

International Roaming:

Customers must have an active main balance in order to utilise international roaming. The countries, costs and rates related to the use of international roaming listed will be deducted from your main balance. Please visit ezy sim web for more details.

Eligible Devices:

You must bring your own unlocked device that meets network requirements. Your tablet or other device may not be capable of making calls or sending or receiving SMS and MMS. Note that 4G with VoLTE/WiFi enabled handset is the minimum network requirement to use our service. **3G handsets and 3G voice are no longer supported by Vodafone network.**

Data Bank:

Data banking is not available on the Legend 30 Day Endless Data Plan.

Data:

100GB of full speed data to use in Australia valid for a 30 day period (data sessions rounded to the nearest KB). Unused data expires on next recharge or expiry date, whichever is earlier.

If 100GB is reached before 30 days has elapsed, then a speed cap of 2Mbps (megabits/second) will apply until the next recharge or purchase of a data pack or a new plan that includes data.

Acceptable Use: Acceptable Use: This Plan and your use of our network (including the unlimited use of standard national calls, SMS and MMS) is subject to the EzySim Mobile Acceptable Use Policy, available at ezysim.com.au.

3. Information about Pricing

Early Termination Charge: There is no minimum contract term. If you cancel your service or port out, you will not be charged an early termination charge, however any remaining credit will not be refunded, and any unused data will be forfeited.

Automatic Recharge: If Automatic Recharge is turned on, at the end of each 30-day period, the plan will automatically recharge by debiting the cost of your service using your stored payment details for further 30 day periods unless you turn Automatic Recharge off or terminate the service. Automatic Recharge will only be turned on by default if you have provided your payment card details to pre-authorise your purchase or you have stored your payment details. You can deselect the default automatic recharge option when signing up for the plan or you can turn it off or on at any time via your My EZYSIM Account.

Cost of a 2 min standard call No additional cost. These calls are included in the cost of the recharge.

Cost of a Standard National SMS No additional cost. These SMS are included in the cost of the recharge.

Cost 1MB of Data within Australia Additional data charged at \$0.02/MB. Charged in KB increments.

4. Other Information

Call and Data Usage: Check your usage by downloading the EzySim App or in My Account online. You will receive SMS usage alerts on your compatible device within 24 hours of reaching 50%, 85% or 100% of

your Data and International Voice inclusions. These SMSs will not contain an unsubscribe facility.

**Spend
Management
Tools:**

You can check your balance, view your call history, and view your recharge history in My Account www.my.ezysim.com.au

**Help and
Support:**

You can find answers to our most frequently asked questions on www.ezysim.com.au If you have questions visit our help page Otherwise start a live chat with us through our website at Ezysim.com.au. Should you wish to access our complaint handling process, this can be found on our website.

The Telecommunications Industry Ombudsman is contactable at: www.tio.com.au/about-us/contact-us, by phone on 1800 062 058, by Fax on 1800 630 614, by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.

Coverage:

This service uses the Vodafone network. Quality and availability may vary depending on your location, your phone, network congestion and network coverage. For more information visit www.ezysim.com.au/network-coverage/

This is a summary only. Further terms and conditions regarding EzySim services can be found at www.ezysim.com.au/terms-conditions/