

EzySim Critical information summary

30-Day Prepaid Plans

1. Information about these Services

Plan Name	Cost of Recharge	Included in your Plan (Included Value)			Data Bank	Minimum Term	Cost per GB
		Standard national calls, SMS, and MMS	Standard International calls to 25 destinations*	Included Data in Australia			
Sweet 4G	\$19	Unlimited	n/a	10GB	500GB	30 Days	\$1.90
Cool 4G	\$25		n/a	20GB			\$1.25
Beauty 4G	\$35		250 mins	35GB			\$1.00
Beast 4G/5G	\$40		500 mins	45GB			\$0.89
Ultimate 4G/5G	\$50		500 mins	70GB			\$0.72
Titan 4G/5G	\$75		1000 mins	100GB			\$0.75

*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 with one of the 30 days Plan or long term plan 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 Roaming Add on's or 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 click here <https://ezysim.com.au/roaming-add-on/> 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 EzySim(Vodafone network)**

Data Bank:

Up to 500GB unused data in a 30-day period may be banked into a databank for use in the future period if the plan is recharged or a new plan is purchased that includes a databank (databank plan) before the expiry date. You have a 48-hour grace period to recharge or purchase another databank plan after the expiry date to bank accumulated data into your databank, otherwise the data will be lost. Data in the databank cannot be used during the grace period.

Your databank is not activated until unused data has been banked. Only included plan data can be banked into your databank. Bonus Data and Data Pack data cannot be banked. Unused data more than 500GB expires on next recharge or expiry date, whichever is earlier.

Data:

If all current included plan data, data add-on, bonus and databank data is used before 30 days has elapsed, access to data will cease unless you have a main balance (excess data charged at \$0.02/MB) or until you recharge or purchase 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 website.

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/