



## TELSIM PREPAID PLANS

Recharge	\$20	\$25	\$30	\$40	\$50	\$60	\$220	\$330
Expiry	28 days	28 days	28 days	28 days	28 days	28 days	180 days	365 days
Data Allowance	10 GB	20 GB	30 GB	65 GB	100 GB	120 GB	100 GB	220 GB
Credit	\$2	N/A	\$3	\$4	\$5	\$5	\$5	\$5
Network Access	4G & 3G	4G & 3G	4G & 5G Trial**	4G & 3G	4G & 3G	5G*	4G & 3G	4G & 3G
Plan speeds	-	-	Download speeds are capped at 100 Mbps on 4G & 5G.	-	-	Download speeds are capped at 250 Mbps on 4G & 5G.	-	-
Unlimited Standard National Calls*	✓	✗	✓	✓	✓	✓	✓	✓
Unlimited Standard National SMS	✓	✗	✓	✓	✓	✓	✓	✓
Standard National MMS	2000	✗	2000	2000	2000	2000	1000	1000
Unlimited International Calls & Text	No international call or text inclusions	No international call or text inclusions	Unlimited Standard Calls & Text to 10 Selected Destinations Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA	Unlimited Standard Calls & Text to 15 Selected Destinations Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA.			No international call or text inclusions	

\*5G is available in selected areas on selected plans using compatible devices.

\*Includes 13, 1300, 1800 numbers and voicemail. Excludes special, premium, satellite, 19xx numbers, operator assisted calls, overseas numbers, and video MMS.

\*Promotion subject to change without notice and may be withdrawn at Telsim's discretion.

\*\*5G Trial: You must have a 5G capable device, be in a 5G coverage area, and be subscribed to a 5G enabled Plan to be eligible for the Trial, which will be implemented starting on 31st July 2023 and available until 30 September 2023. All other benefits of your service will continue to be provided to you without additional cost throughout the Trial.

EXTRAS				DATA PACK	
Cost	\$5	\$10	\$20	Cost	\$10
Expiry	365 days**	365 days**	365 days**	Data	1GB
				Expiry	Inline with underlying plan

ADD ON	INTERNATIONAL CALL PACK
Cost	\$5
International Calls	60 minutes to 30 destinations Bangladesh, Bhutan, Brunei, Cambodia, Canada, China, Greece, Hong Kong, India, Iran, Iraq, Ireland, Japan, Laos, Malaysia, Mongolia, Nepal, New Zealand, Nigeria, Pakistan, Philippines, Singapore, South Africa, South Korea, Sri Lanka, Thailand, Turkey, United Kingdom, USA & Vietnam
Validity	Inline with underlying plan

\*\*Active recharge is required to use Data Packs and Extras.

### Extras

In case, the underlying plan expires, the usage from this balance will not be allowed but the credit will be available for another 210 days. If you recharge the base plan within this 210-day grace period, this balance will again be usable. However, if you recharge the same Extras (Small, Medium, Large) when the previous instance is still valid, any unused included value from the previous Extras pack will be forfeited and the new included value allowance will be awarded with a new expiry date.

## Service Information

You can use Telsim services by purchasing a Telsim SIM card online or through retail outlets and activate the SIM card using Telsim My Account Portal at [www.telsim.com.au/activate](http://www.telsim.com.au/activate). A 3G/4G/4G+/5G compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes.

Telsim SIM only prepaid mobile services are for use in Australia only. By default, international roaming services are not enabled, and while you are overseas, you won't be able to make or receive calls or send messages, or to access mobile data.

## Data bank

Unused data excluding Promo/Bonus/Gift Data/Data only plans will rollover into Data Bank with a max limit of 500 GB. Data Bank Data will only be used once you have exceeded your monthly Data allowance. Your unused and accumulated data will be forfeited, if you do not recharge within 24 hours of expiry with an equal or higher Plan. You'll also forfeit your data if you downgrade the plan.

## Data Gifting

Gift up to 50% of your Included Data per recharge or usage period to another active Telsim plan that includes the Data Gifting feature. Data, once gifted, cannot be re-gifted. Gifted data will be utilised before Included Data. Any unused gifted Data will not rollover into Data Bank when you recharge on the same or a higher value Plan before expiry.

## Prepaid Mobile Recharge

You can order a SIM online with or without a recharge added. We will send the SIM to the address in Australia mentioned in the order. You can apply the Reference Number provided during your order while you activate the SIM card online to get the recharge applied automatically. If you have purchased the SIM without a recharge added (from online or retail outlets), you will need to select a recharge and pay for it plus the cost of any international add on packs or extras.

Following your initial payment through Card or Reference Number, you will be charged on the preferred payment method added in the Telsim My Account at the end of each validity period, unless you remove your auto-recharge before expiry through Telsim My Account. If your payment method is not updated, automatic recharges are not possible and you will need to recharge your pack at [www.telsim.com.au/recharge](http://www.telsim.com.au/recharge) by yourself.

If you recharge your existing pack before validity expiry, all your allowances will be forfeited and new allowances will be applied as per the new selected recharge pack. No refund will be given

for any fees that you already paid to us. Recharge amount applied are non-refundable.

## Usage

You can monitor your data usage on your My Account page or at [www.telsim.com.au/checkbalance](http://www.telsim.com.au/checkbalance). We may also alert you once you have reached approximately 50%, 85% or 100% of your included value for either calls or data. You can add the non-recurring Data Packs anytime through My Account page.

## Terms and Conditions

No refund of prepaid credit and no 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 fee, however any remaining credit will not be refunded and any unused data will be lapsed. A refund request can be made within five (05) days from the date of purchase when the activation is no longer possible following extensive collaborative troubleshooting. And, in that case, you should surrender your number and the number will be disconnected before the refund can be processed. No refunds will be processed for port out numbers.

Refer the links below for more details on fair use policy, port in and port out policy, complaints handling or full list of policies at [www.telsim.com.au/legals](http://www.telsim.com.au/legals)

## Help and Support

If you need any help with our plan and services, Our Level 1 Support Team can help you, write a mail to customer care at [support@telsim.com.au](mailto:support@telsim.com.au). If at any stage of the process, you require more clarification or support you can reach out to our escalation desk via email.

1. You can write to our Customer Relations Manager at [customer.relations@telsim.com.au](mailto:customer.relations@telsim.com.au) and we will respond to you within two business days from receipt of your email.

2. If your query is unclarified, you can escalate the matter to our nodal officer. You can contact the nodal officer at [nodal.officer@telsim.com.au](mailto:nodal.officer@telsim.com.au)

3. In case the query is still unclarified, the same can be escalated to the legal authority at [legal@telsim.com.au](mailto:legal@telsim.com.au)

Fair Use Policy:

[www.telsim.com.au/fair-usage-policy](http://www.telsim.com.au/fair-usage-policy)

Port in and Port out Policy:

[www.telsim.com.au/port-in-and-port-out-policy/](http://www.telsim.com.au/port-in-and-port-out-policy/)

Contact us:

[www.telsim.com.au/contact-us/](http://www.telsim.com.au/contact-us/)