



**MOBILE PLANS** Casual Month By Month or 12 Month Term available



	Me 3GB	Me 15GB	Me 30GB	Me 60GB	Me 100GB
<b>Monthly Data Allowance for use in Australia</b>	<b>\$14</b>	<b>\$25</b>	<b>\$35</b>	<b>\$59</b>	<b>\$69</b>
<b>Standard Calls / SMS</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Calls to 1800, 13 - 1300</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>MMS (photo)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>International calls</b>	-	Unlimited to call 15 countries	Unlimited to call 15 countries	Unlimited to call 15 countries	Unlimited to call 15 countries

Prices include GST.

\* Included International Call minutes can be used only to call International Landlines unless indicated with a # which indicates calls to Mobiles are included. Included Countries listed within the Critical Information Summary below

<b>Data Bolt On Options</b>	\$10 per 1GB	On auto per block (maximum of 5 blocks available)
	\$10 per 1GB	Applied as a once off bolt on for the billing cycle
	\$32 per 5GB	Reoccurring bolt on charged per month and applied per month

<b>International Roaming Bolt On</b>	\$45	5 day travel pack includes 60 minutes, 60 SMS and 800MB data
	\$80	10 day travel pack includes 150 minutes, 150 SMS and 2GB
	\$150	20 day travel pack includes 360 minutes, 360 SMS and 6GB

Excess International Roaming Data usage is charged at \$0.03/MB (\$30.72/GB).

Here's a quick summary of the important parts about your mobile plan. These plans are postpaid mobile services which provide you access to our network, a mobile phone number and access to make and receive calls, send and receive messages and have access to mobile data. All prices quoted are inclusive of gst

#### **Minimum Term Casual Month by Month or 12-month term**

Your mobile service will be on a casual month by month option unless you have selected the 12-month term. Any campaign offering a once off credit is only provided to you when you select a 12-month term. From time to time we offer credits as part of marketing campaigns, credits are applied with the requirement your service must stay connected for the full 12-month term of your agreement. Any credits offered will be applied no later than by the fourth bill generated. Should you terminate your agreement earlier the credit will be recouped and charged as a debit on your final bill. An Early Termination Fee (ETF) of \$55 (inc gst) will apply if you terminate your 12-month term prior to the contract end date. This fee will also apply if you change plans or cancel your service whilst on the 12-month term. If you port your number away from Me Sim, a port out fee of \$8.00 inc gst will be applied to your account. The total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge and the respective ETF.

**What's included** Unlimited national call value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred. Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance except for the 1GB Auto Bolt-on. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a 1GB data top-up is added. Unused data expires each month and cannot be carried forward or used while roaming overseas.

**Included international call value** If your plan includes an international call value: -

unlimited landline calls to 15 countries. Can only be used to call landlines numbers unless otherwise stated, countries include Canada, China #, Germany #, Greece #, Hong Kong #, India #, Indonesia #, Ireland #, Malaysia #, New Zealand #, Singapore #, Thailand, UK #, USA and Vietnam#.

# denotes countries that includes calls to mobile

**Usage and Data Usage** You can monitor usage by visiting our website, click on Sign In and login with your Account Number and Password. You can check your data usage balance via your mobile handset. Dialing \*159# and press the call button. Your data balance will appear on the screen

**Overseas Usage** Your monthly included call and data value do not include usage while you are overseas, so you will be charged separately for this usage. International Roaming Bolt Ons are available to be used

overseas, the Roaming Bolt Ons are valid for 30 days from activation date. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

**What's not included** Your unlimited included value cannot be used for video MMS. MMS Video (National) is charged at \$0.413 inc gst and MMS Video (International) is charged at \$0.963 inc gst. Your unlimited included value cannot be used for making calls and sending SMS / MMS to international numbers, calls to Satellite numbers, calls to 1234, 12455 and 12456 or content charges (including third party charges). It does not include usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill and are charged at the standard PAYG rates.

**Billing / Billing Cycle** Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected, you may notice that the mobile plan fee may be slightly higher for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too. If you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

#### **Peace of Mind – Zero Bill Shock**

Never pay for more than what you have signed up for. We will let you know once you reach your call or data limit and you can choose to purchase more credit. If you do not purchase more credit we will limit your service (to free outgoing calls only if you have run out of call credit or no downloads if you have run out of data) until your plan starts a new billing month. More credit can be purchased by way of Excess Spend Limit, you may choose to have an excess spend limit of your dollar value choice. Once you have used all your included data, you can purchase Data Bolt Ons these can be added any time during a billing cycle. Any remaining data on your previous data top-up will forfeit once you purchase the next one. All top-up data will expire upon your next billing date.

**Paper Invoice Fee** Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.20 each month if you choose paper bills.

**Payment processing fee** Direct Debit via bank account no additional charge. Payments made with a credit card or BPay will incur a payment processing fee.

**Late payment fee** If you do not pay your bill by the due date you will incur a late payment fee of \$15.00. If you are experiencing any financial hardship, please contact our team for options available to you.

**Customer Complaints** Our complaint resolution team can be contacted at [complaints@mesim.com.au](mailto:complaints@mesim.com.au). Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. \*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill (those not included in your plan allowance). 1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: video MMS, directory services, SMS and MMS to international numbers, international roaming, content packs, bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated unless Zero Bill Shock has been enabled, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of Me Sim is a division of Macarthur Telecom Pty Ltd ABN 92 633 474 076 mobile plans use part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable of 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go or based on the International Roaming Bolt On you have chosen, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 21<sup>st</sup> September 2020. 18. Not to be used in conjunction with any other offer and/or promotion. 19. Me Sim reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions are listed on the Me Sim website [www.mesim.com.au](http://www.mesim.com.au)