



## MOBILE BROADBAND PLANS Casual Month By Month or 12 Month Term



Monthly Data Allowance for use in Australia	Me MBB 15GB	Me MBB 30GB	Me MBB 100GB
<b>Minimum Monthly Charge</b>	<b>\$25</b>	<b>\$35</b>	<b>\$69</b>

<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

Prices include GST – Excess data usage is charged at \$0.03/MB (\$30.72/GB).

Here's a quick summary of the important parts about your Mobile Broadband plan. These plans are postpaid sim only services which provide you access to our network, and access to mobile data. All prices quoted are inclusive of gst.

### MINIMUM TERM Casual Month by Month or 12-month term

Your Mobile Broadband 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 on your 12 month term or cancel your service. 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** Only the included GB allowance on your selected plan is included for usage within Australia only. Unused data expires each month and cannot be carried forward or used while roaming overseas.

**Data Usage** You can monitor usage by visiting our website, click on Login, enter your Account Number and Password. If your device can receive sms notifications, 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.

**What's not included** Voice, SMS and MMS are not included within your plan. PAYG charges apply if you make a call or send an SMS / MMS from a device that is capable. Content charges (including third party charges) are not included, these will incur excess usage charges to your monthly bill. Data usage while roaming overseas is not included with your plan.

**Overseas Usage** Roaming Data is charged at \$3 per MB (charged per KB)

**Billing** 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 statement 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 service 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 data limit and you can choose to purchase more credit. If you do not purchase more credit, we will limit your service - 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. Alternatively, once you have used all your included data, you can also purchase Data Bolt Ons these can be added any time during a bill 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 don't 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 you 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: directory services, calls, SMS and MMS to international numbers, video MMS, international roaming, content packs and 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 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 provides Micro, Standard, Super, Max and Extreme mobile plans using 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 kilometres. 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, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 2 October 2019. 18. Not to be used in conjunction with any other offer and/or promotion. 19. MSS reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions as per the Application Form.