

## 1 Information about the service

This summary will provide you with key information that you need to know about United Global SIM. It will cover: inclusions, minimum spend, billing information, charges, rates and contact information.

### 1.1 Description of the Service

The Global SIM card is a prepaid international global roaming SIM intended for international travel. The Global SIM will give you access to networks in more than 190 countries worldwide and various networks.

### 1.2 Handset Requirements

You will require an unlocked mobile handset. If your handset is not unlocked, you will not be able to use any SIM card from a different provider including overseas providers. No refunds will be given if your phone is locked. If you are unsure if your phone is locked, you will need to contact your Australian service provider. Unlocking fees may apply. If you are travelling to North America, Central America, South America you require a Quad Band phone. If you are traveling to Japan, Taiwan or South Korea you will require a 3G phone (2100MHz). If you are unsure of the type of phone you have, visit our website or call 1300 299 698.

### 1.3 Minimum Term

There is no minimum term for Global SIM. You can choose to stop using the service at any point with no termination fee.

### 1.4 Adding Credit and Credit Expiry

You can top up your Global SIM using a credit or debit card. This can be done via your online account or calling our topup service. Global SIM credit is offered through a 90 day idle clause, meaning if the service is idle for longer than 90 days the credit will expire. To avoid credit expiring, simply make a connected call once every 90 days.

### 1.5 Adding Data Packs and Data Pack Expiry

You can add a data pack if you are travelling to one of the countries supported by a Data Pack. Data Packs are broken up into two zones. To check that your destination country is available please go to the website rates and coverage. Data Packs are offered for 30 days. A data pack which is purchased as a voucher must be applied to a SIM within 180 days. Once the Data Pack is applied, the data pack will expire after 30 days.

### 1.6 Inclusions

The Global SIM provides you with mobile telephone and SMS access to various networks in over 190 countries. Data is available through the Global SIM service, however it is not offered on every network or in all countries we have call and SMS service. To check if a country and/or network offers data please visit our rates page, select the country and click on the Check Network Information [www.unitedglobalsim.com/en/Home/RatesAndCoverage](http://www.unitedglobalsim.com/en/Home/RatesAndCoverage)

### 1.7 What is Not Included

You will be unable to call toll free numbers or numbers not in correct international format. This is a summary only – the full legal terms for Global SIM are available at [www.unitedglobalsim.com/RatesAndCoverage/Home/TermsAndConditions](http://www.unitedglobalsim.com/RatesAndCoverage/Home/TermsAndConditions)

### 1.8 Mobile Network Coverage

In Australia, we roam through Optus. To view their coverage map, please go to [www.optus.com.au/shop/mobile/network/coverage](http://www.optus.com.au/shop/mobile/network/coverage)

Internationally, we roam through local carriers in over 190 countries. Please check our Rates and Coverage page to see the networks available in the country that you are traveling to.

You can use [www.sensorly.com](http://www.sensorly.com) as a reference to international mobile network coverage, however this is an independent, third party website and we take no responsibility for the information presented on this website.

### 1.9 Recharge Options

Global SIM offers 2 options to recharge your Global SIM service:

1. Through your online account
2. From your Global SIM Dial \*221#
3. Call 1300 299 698 (from Australia) or +61 2 9003 9555 (from outside Australia)

### 1.10 Currency Conversion

Currency rates are based on various publicly available sources and should be used as guidelines only. Rates are not verified as accurate, and actual rates may vary. Currency Rates are those as against the Australian Dollar and Currency quotes may not be updated on a daily basis. The information supplied by this application is believed to be accurate, but United does not warrant or guarantee such accuracy.

All fees shall be paid in your selected currency as adjusted against the Currency Rate prevailing and adopted by United at the relevant time. All rates on usage will be displayed in AUD and available to be converted.

## 2 Information about pricing

### 2.1 Rates Example

Price: \$19.00 per SIM

United Global Sim	Cost
<b>SIM card cost</b>	\$19.00
<b>2 minute standard national mobile call</b>	\$0.50 AUD
<b>Standard national SMS (160 characters)</b>	\$0.25 AUD
<b>1 MB of data within Australia</b>	\$0.05 AUD
<b>Flagfall</b>	No flagfall

The rates shown are for usage of the Global SIM within Australia. Please note the Global SIM is intended for use overseas and is not intended to replace your everyday Australian SIM card.

To view full coverage and rates for all countries we provide service in, please go to [www.unitedglobalsim.com/en/Home/RatesAndCoverage](http://www.unitedglobalsim.com/en/Home/RatesAndCoverage)

### 2.2 Billing

Global SIM is a prepaid service and you will not receive a bill. You can view your full usage and Call History through your online Global SIM account.

## 3 Other information

### 3.1 Spend Management Tools

You can check your balance at any time through your online account, or by dialling \*187# from your Global SIM. The Global SIM will automatically send you SMS update on your balance after every phone call you make. The SMS notification will tell you the cost of your call as well as your current credit. If you would like to stop receiving these SMS updates, please log into your online account and edit the settings under View Account, or call our Customer Service Representatives.

### 3.2 Authorising a Representative

If you would like to appoint an authorized contact for your account, please fill out our Appointment of Authorisation form and email the completed form to [sim@unitedglobalsim.com](mailto:sim@unitedglobalsim.com) or mail to Level 2, 100 William Street, Woolloomooloo, NSW 2011, Australia.

### 3.3 Contact Information

Global SIM can be contacted during our business hours of 8am-8pm Monday to Sunday AEST. You are also able to lodge any complaints to [sim@unitedglobalsim.com](mailto:sim@unitedglobalsim.com) or by calling 1300 299 698.

### 3.4 Complaints Handling

To view our Internal Dispute Resolution process, see our complaints page [www.unitedglobalsim.com/en/Home/ContactSupport](http://www.unitedglobalsim.com/en/Home/ContactSupport)

We encourage all our customers to attempt to contact Global SIM first when an issue arises so we can resolve your complaint. You can contact our support team at any time on 1300 299 698 (from a non-Global SIM service) or +61 2 9003 9555 (from a Global SIM service or overseas) or alternatively use our free call service anywhere in the world dial \*200# (from a Global SIM service anywhere). Alternatively, you can email Global SIM at [sim@unitedglobalsim.com](mailto:sim@unitedglobalsim.com)

### 3.5 TIO

If you are unsatisfied with our complaint resolution you may consider contacting the Telecommunications Industry Ombudsman. The TIO should only be contacted after we have thoroughly investigated your complaint. You will need to visit [www.tio.com.au](http://www.tio.com.au) to contact the TIO.