



Globalgig Australia

## Service Description

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## 1 About this Service Description

- a) This document describes the Globalgig Service.
- b) This Service Description is part of your application and our Standard Form of Agreement, which is made up of all of the documents listed in our General Terms.
- c) The latest version of the above documents is available for download at [www.globalgig.com.au](http://www.globalgig.com.au)

## 2 The Service

### 2.1 What is the Service

The Service that we offer to you allows you to:

- a) Access the internet, send and receive content on your device/s and related services such as email and the world wide web (“**Mobile Data Services**”) on an on-demand basis within Australia;
- b) Access the Mobile Data Services by using local mobile data networks in specified international locations (referred to as **Globalgig Countries**) details of which are available at [www.globagig.com.au](http://www.globagig.com.au).

### 2.2 Supplying the Service

2.2.1 The Service is supplied to you by Globalgig Australia Pty Ltd ABN 48 159 378 097.

2.2.2 Globalgig supplies the Service via Mobile Virtual Network Operator (MVNO) agreements with

- Optus 4G & 3G services in Australia
- 3UK 4G & 3G services in the UK
- 3UK 3G services in other Globalgig Countries
- Teleena 3G services in other Globalgig Countries
- Sprint in the USA

### 2.3 Use of the Service

2.3.1 In addition to any obligations you have under the terms and conditions you must not;

- send or receive content other than for your own personal use
- wholesale any service or use the service as a rental

2.3.2 If you breach 2.3.1 above we may immediately suspend or cancel the service by giving you notice.

## 3 Globalgig SIM Card

### 3.1 Globalgig SIM Starter Pack

The Globalgig SIM Starter Pack uses the Globalgig SIM Card, which enables you to receive the Service through selected compatible cellular communications devices, details of which are available at [www.globagig.com.au](http://www.globagig.com.au)

### 3.2 How to obtain the Globalgig SIM Starter Pack

To be able to use the Service you need a Globalgig SIM Starter Pack.

- 3.2.1 Globalgig owns the SIM card and it remains our property at all times. You must not interfere with or impair the operation of the SIM card.
- 3.2.2 You can order a Globalgig SIM Starter Pack on our website at [www.globalgig.com.au](http://www.globalgig.com.au) or by calling the Globalgig Sales Team, or in selected retail outlets.
- 3.2.3 You will need to be a minimum of 18 years of age to order a Globalgig SIM Starter Pack online via our website [www.globalgig.com.au](http://www.globalgig.com.au) or by calling the Globalgig Sales Team, and to activate the Service online via our website [www.globalgig.com.au](http://www.globalgig.com.au).

3.2.4 If you order a Globalgig SIM Starter Pack on our website at [www.globalgig.com.au](http://www.globalgig.com.au) or by calling the Globalgig Sales Team, you can pay for the Globalgig SIM Starter Pack using Mastercard, Visa or American Express and you will be charged in Australian Dollars.

3.2.5 If you purchased a Globalgig SIM Starter Pack from a retail outlet, you can pay using Mastercard, Visa or American Express, and you will be charged in Australian Dollars, when you Activate the Service online via our website [www.globalgig.com.au](http://www.globalgig.com.au).

### **3.3 How to Activate the Globalgig Service**

3.3.1 Before you can use the Service for the first time, you need to Activate it. You can Activate your Service online at [www.globalgig.com.au](http://www.globalgig.com.au) or by calling the Globalgig Sales Team.

3.3.2 You must have, or have access to, your own computer, tablet, mobile phone or Wi-Fi in order to use the Service.

3.3.3 You must Activate your Service within a period of three months from purchase. If you do not Activate your Service within this period it may be cancelled.

### **3.4 Lost/Stolen or Malfunctioning Globalgig SIM Card**

3.4.1 If your Globalgig SIM card is lost or stolen you should call us immediately so we can block further data usage, suspend the Service altogether, or take any other steps necessary to protect your account. You are responsible for all charges incurred up until the time you notify us the card is lost or stolen.

3.4.2 Contact us if your Globalgig SIM card stops working for any reason. We will replace a defective Globalgig SIM card without charge, unless you caused the Globalgig SIM card to be defective, in which case we will charge a replacement fee.

## **4 Network Availability**

### **4.1 Availability of the Service**

4.1.1 The Service is available in Globalgig Countries, based on the coverage provided by our network partners in those Globalgig Countries, and is subject to network availability.

4.1.2 The Service is not available in all areas as a number of factors may affect coverage including network coverage, location, demand on the network and signal strength, and local conditions may prevent or interfere with mobile data reception within coverage areas, e.g., inside concrete buildings, lift wells, basements and tunnels.

4.1.3 Even in locations where the Service is normally available, for technical reasons there may be occasions when

- the Service is not available;
- network speeds are very slow due to coverage; or
- the network in a Globalgig Country is unavailable for a reason beyond Globalgig's control.

## **5 Charges and Fees**

### **5.1 Service Charges**

The cost of the Service depends on the Plan that you choose and your usage of the Service. Usage includes the amount of data that you download or upload.

### **5.2 Monthly Plan Charges**

5.2.1 We will charge you a Monthly Plan Charge at the beginning of each billing period based on your chosen data plan.

5.2.2 Data sessions will be calculated in kilobyte (KB) increments per session. At the end of your billing period your total data usage will be rounded up to a full megabyte (MB).

### **5.3 Excess Data Usage**

If you exceed the mobile data allowance in your chosen mobile data plan we will charge you in megabyte (MB) increments. We will round up your total usage at the end of your billing period then round it up to a full megabyte. See our Price Table at [www.globalgig.com.au](http://www.globalgig.com.au)

### **5.4 Other Charges**

See additional fees or charges in our Price Table at [www.globalgig.com.au](http://www.globalgig.com.au)