

## Traveller Plus Mobile Broadband Plan

### Information about the Service

#### Description of the Service

The Traveller Plus plan is a post-paid Mobile Broadband service that provides a monthly data allowance of 250MB to use in Australia and access to Pay Per MB rates across the Globalgig International network.

#### Bundling

You don't have to bundle this plan with any other Globalgig service.

#### Mandatory Goods

You need to purchase a Globalgig SIM Starter Pack to activate this plan.

The cost of the required SIM card is \$2 (one off) and is not included in the minimum monthly charge.

#### Minimum Term

The minimum term is 1 month.

#### Plan Inclusions

The Traveller Plus plan includes a monthly Mobile Broadband allowance to be used within Australia and access to the Globalgig International network at Pay Per MB rates.

#### Important information about where your service will work

Some Globalgig SIMs do not support the full 100+ footprint, if you need to use your service outside of Australia, USA and Europe, please contact Customer Service a minimum of 1 week before you travel to ensure you have got the latest SIM card with the 100+ footprint.

#### Zone 1 Countries

Access the Globalgig international network in the following Zone 1 countries for **10c per MB**.

Austria	Hong Kong	Netherlands	Sweden
Belgium	Iceland	Norway	Switzerland
Denmark	Ireland	Puerto Rico	United Kingdom
Finland	Italy	Portugal	USA
France	Liechtenstein	San Marino	Vatican City
Germany	Monaco	Spain	

#### Zone 2 Countries

Access the Globalgig international network in the following Zone 2 countries for **25c per MB**.

Antarctica	Ecuador	Latvia	Saudi Arabia
Albania	El Salvador	Lithuania	Serbia
Alderney	Estonia	Luxembourg	Singapore
Anguilla	Fiji	Macau	Slovakia
Antigua and Barbuda	French Polynesia	Macedonia	Slovenia
Argentina	Gibraltar	Malaysia	South Africa
Barbados	Greece	Malta	South Korea
Brazil	Grenada	Mayotte	Sri Lanka
Bulgaria	Guadeloupe	Mexico	St Kitts & Nevis
Cambodia	Guatemala	Montenegro	St Lucia
Canada	Guernsey	Montserrat	St Vincent & the Grenadines
Cayman Islands	Honduras	New Zealand	Taiwan
Chile	Hungary	Nicaragua	Thailand
China	India	Northern Cyprus	Tibet (China)
Columbia	Indonesia	Panama	Turkey
Costa Rica	Isle of Man	Paraguay	Turks & Caicos Islands
Croatia	Israel	Peru	UAE
Cyprus	Jamaica	Philippines	Uruguay
Czech Rep	Japan	Poland	Virgin Islands (British)
Desirade (French Antilles)	Jersey	Qatar	
Dominica	Kosovo	Romania	
Dominican Rep	Kuwait	Russian Federation	

### Limitations

It is not possible to make voice calls or send SMS/MMS via the mobile voice/SMS/MMS network using a Mobile Broadband service.

The service is available to eligible new or existing credit approved customers.

The service is available to customers within the Optus 4G/LTE and 3G/HSDPA network coverage areas. When outside the 4G/LTE coverage area (or if your device is not 4G-enabled), the service operates on the Optus 3G/HSDPA network. 4G Mobile Broadband coverage is available in limited areas only.

For use in Australia your device should be compatible with the Optus mobile network frequencies in Australia.

If your device was purchased from another service provider, you should check to ensure that your device is not locked to that service provider or another network.

### Information about the Pricing

Traveller Plus Plan	
<b>Included Mobile Broadband allowance</b>	250 MB
<b>Monthly plan charge</b>	\$4.99
<b>Average cost per MB</b>	2c per MB
<b>Excess usage in Australia</b>	2c per MB
<b>Zone 1 Per MB</b>	10c per MB
<b>Zone 2 Per MB</b>	25c per MB
<b>SIM card</b>	\$2.00

### Minimum Monthly Plan Charge

The minimum monthly plan charge is \$4.99. You will be charged in advance for your monthly plan charge. Excess usage in Australia and/or any international usage will be charged in arrears on your next invoice.

### Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on:

- If you exceed the included monthly Broadband allowance for Australia within your monthly billing cycle, you will be charged overage at the rate of 2c per MB
- If you use your Globalgig service in any of the international Zone 1 and 2 Countries.

### Early Cancellation

Exit fees do not apply to month-to-month plans and we will not reimburse monthly charges on a prorata basis for the unused portion of a month. You pay your monthly plan charge in advance, and if you cancel during the month you have to pay for all of that month, you are also required to pay any excess or overseas Broadband usage charges that you incurred up to your cancellation.

### Broadband Usage Alerts

We will notify you by email when your Broadband usage exceeds 50%, 85% and 100% of your Mobile Broadband allowance. You can also obtain your usage by logging into My Account and selecting: My Plans & Payment cards, under 'actions' select the drop down 'Usage'.

Please be advised there can be up to a 48-hour delay on Broadband usage records and therefore usage alerts. You can also obtain your Broadband usage information by calling Customer Care on 1300 102 102.

### Using Your Service Overseas

With this service you can use your Globalgig service in Australia and 105 connected countries using APN mbb.voiamo.net. Charges as per the tables above apply. Broadband usage within these countries may not be included in your monthly allowance.

**Help & Support**

If you have any questions you can view our FAQs at [www.globalgig.com/au/en/faqs](http://www.globalgig.com/au/en/faqs), email us at [customercare@globalgig.com](mailto:customercare@globalgig.com), or call our Customer Care team on **1300 281 582** (standard call charges apply). Should you wish to obtain information on how to access our complaint handling process please call our Customer Care team on **1300 281 582**. The TIO (Telecommunications Industry Ombudsman) is contactable at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us), by telephone on **1800 062 058**, by facsimile on **1800 630 614**, by post at **PO Box 276, Collins Street West, VIC**, or in person at **Level 3, 595 Collins Street, Melbourne**.

**Globalgig's Terms & Conditions**

Globalgig plans are designed for Australian residents to use in Australia and when on holiday or business trips, not for extended periods abroad.

This document is a summary only. Our full legal terms and pricing for this plan are available at [www.globalgig.com/au/en/terms-and-conditions](http://www.globalgig.com/au/en/terms-and-conditions)