

Traveller Plus Mobile Broadband Plan

Information about the Service

Description of the Service

The Globalgig Traveller data plan service is a post-paid Mobile Broadband service. Your plan allowance can be used in Australia, Table 1 'European' Countries and the USA.

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 plans include a monthly Mobile Broadband allowance to be used within Australia, Table 1 'European Countries' and the USA.

Plan Exclusions

You can use your Globalgig service in any of the following Table 2 'Additional Countries' at 25c per MB.

Mobile Broadband usage within these countries is not included in your monthly Traveller Plan data allowance.

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, Europe or the USA, please contact Customer Service a minimum of 1 week before you travel to ensure you have for the latest SIM card with the 100+ footprint.

Table1: European Countries and USA

Excess usage in countries below will be charged at **25c per MB**

Austria	France	Lithuania	Slovenia
Belgium	Germany	Luxembourg	San Marino
Bulgaria	Greece	Malta	Spain
Croatia	Hungary	the Netherlands	Sweden
Cyprus	Iceland	Norway	Switzerland
Czech Republic	Ireland	Poland	UK
Denmark	Italy	Portugal	USA
Estonia	Latvia	Romania	
Finland	Liechtenstein	Slovakia	

Table 2: Additional Countries

Any data usage in these countries will be charged at **25c per MB**

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

Due to Globalgig constantly expanding its international footprint, your service may work in additional countries not listed here. The service will be charged at the default rate of 25c per MB.

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

Globalgig SIM Starter Pack	Globalgig Traveller+ 1GB Plan	Globalgig Traveller+ 1GB Plan
Included Mobile Broadband allowance	1GB = 1024MB	3GB = 3072MB
Monthly plan charge	\$30	\$50
Data price within your monthly allowance (monthly plan charge / allowance)	\$30/GB	\$16.67/GB
Excess usage in Australia	2c per MB	2c per MB
Excess usage in Table 1: European Countries & USA	25c per MB	25c per MB
Usage per MB in Table 2: Additional Countries	25c per MB	25c per MB
SIM card	\$2.00	\$2.00

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$30 for the 1GB plan and \$50 for the 3GB plan. You will be charged in advance for your monthly plan charge. Excess usage in Australia and/or any usage in additional Globalgig countries will be charged in arrears, i.e. the following month.

Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on:

- Your chosen Traveller mobile broadband plan
- If you exceed the included monthly broadband allowance for Australia within your monthly billing cycle, and
- If you use your Globalgig service in any of the 'Additional Countries' not included in your plan allocation

Early Cancellation

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Cancellation Fee (ECF) equivalent to the remaining plan payments. You are also required to pay any excess or overseas Broadband usage charges that will appear on your next bill.

Cost of using 1GB (Gigabyte) of Broadband

The cost of 1GB within your monthly Broadband allowance is \$30 for 1GB or \$50 for 3GB (\$16.67/GB). Any excess usage within Australia, or usage in the additional countries, will be charged as per the pricing table and will appear on your next bill.

SIM Cost

The Globalgig SIM Starter Pack is \$2

Other Information**Connecting other devices**

With the Globalgig SIM you can tether your tablet to other devices.

Broadband Usage Alerts

We will notify you by email when your Broadband usage exceeds 50%, 95% and 100% of your Mobile Broadband allowance. Please be advised there can be up to a 48-hour delay on Broadband records and therefore usage alerts. You can also obtain your Broadband usage 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.voiamob.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 <https://globalgig.com.au/faqs.html>, email us at customer@globalgig.com, or call our Customer Care team on 1300 102 102 (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 102 102. The TIO (Telecommunications Industry Ombudsman) is contactable at 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

This document is a summary only. Our full legal terms and pricing for these plans are available at <https://globalgig.com.au/terms-and-conditions.html>