

# Dictionary

**ACMA** means the Australian Communications and Media Authority.

**Activation** and **Activate** means the initial procedure described in the Service Description to activate the Service, which you must complete in order to use the Service.

**Agreement** is defined in clause 1.1.2 of the General Terms.

**APN (Access Point Name)** means mbb.voiamo.net required by the Globalgig service to access the internet on any cellular enabled device in Globalgig Countries.

**Australian Consumer Law** means the Competition and Consumer Act 2010 (Cth), as amended from time to time.

**Cancellation of the Service** means the permanent ending of the supply of the Service.

**Customer Care Team** means the Globalgig customer assistance service which is available by calling 1300 281 582 or by emailing [customercare@globalgig.com.au](mailto:customercare@globalgig.com.au).

**Globalgig Country** and **Globalgig Countries** means countries in which the Service will be available to you. A list of these countries is available at [www.globalgig.com.au](http://www.globalgig.com.au).

**Globalgig Country Terms** means the terms and conditions applicable to your use of the Service in the Globalgig Countries.

**Early Cancellation Fee** means the fee calculated in accordance with the Price Table and payable by you for cancelling the Service prior to the end of the Minimum Term (if any).

**Effective Currency** means the currency in which you pay the charges for using the Service;

**Emergency** means a situation, which, unless immediately remedied, has the potential to endanger life or safety or causes an immediate risk to property.

**Emergency Services** are organisations, which protect public safety in Emergencies, including ambulance, fire and police services.

**General Terms** means the document titled "Globalgig General Terms for the Standard Form of Agreement" that is part of the Agreement, as amended from time to time.

**Globalgig or us** means Globalgig Australia Pty Ltd ABN 48 159 378 097

**Globalgig SIM Card** means the Subscriber Identity Module card, which enables use of the Service.

**Globalgig SIM Starter Pack** means the product as described in the Service Description provided to you by Globalgig. The Dual/Nano SIM Card provides access to Australia and 39 countries on the 4G Flexi and Go Europe & USA Plans. The Global SIM provides access to Australia and 83 countries on the 4G Flexi, Go Europe & USA and Go Global Plans.

**GSM** means Global System for Mobile Communications, the international standard under which most international mobile operators work.

**Minimum Term** means the minimum length of time (if any) you agree to continue using the Service for without cancellation, as set out in your application.

**MNP** means Mobile Number Portability, a function to enable the transfer of MSNs between mobile telephone service suppliers.

**MSN** means Mobile Service Number.

**Monthly Billing Date ("MBD")** means the date in each month when usage of the Services commences for the purpose of calculating relevant charges.

**Monthly Plan Charge** means the charge as set out in the Price Table to access the Service.

**Network** means facilities made available by Globalgig and operated by Network Carriers for the purpose of providing the Service.

**Network Carriers** means

Optus

3UK

Teleena

Sprint

**Optus** means Optus Mobile Pty Limited ABN 65 054 365 696.

**Personal Information** has the same meaning as defined in the *Privacy Act 1988* (Cth) as amended, varied or supplemented from time to time.

**Plan** means the specific access and pricing arrangements for the Service that you have chosen, including how much you will be charged for your use of the Service.

**Price Table** the Price Table that is part of the Agreement, as amended from time to time.

**Pro rata billing** means the Monthly Plan Charge charged in proportion to the number of days your Service has been connected, and is used when your Plan hasn't been connected for the full month of your billing cycle.

**Service** means the Globalgig digital data and communications service and other such services as Globalgig may provide to you from time to time.

**Service Description** means the document titled "Service Description" that is part of the Agreement, as amended from time to time.

**Special Conditions** means terms and conditions for the use of the Service that apply only to a particular service provided by Globalgig from time to time.

**Suppliers** mean any supplier of a service, which is necessary for us to provide the Service to you, including any supplier in a Designated Country.

**User Guide** means the current user guides and manuals issued by us from time to time and/or available via our website.

**You** means the person using the Service.