

Globalgig Go Global

Information about the Service

Description of the Service

The Globalgig Go Global plan is a post-paid Mobile Broadband service. Your plan allowance can be used in Australia and 105 Globalgig destinations.

Bundling

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

Minimum Term

The minimum term is 1 full calendar month.

Plan Inclusions

The Go Global plans include a monthly Mobile Broadband allowance to be used within all **Table 1: Go Global Destinations**.

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 Go Global 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.

Critical Information Summary



Table 1: Go Global Destinations

These countries are included in your Go Global monthly mobile broadband allowance. Excess usage in destinations below will be charged at **20c per MB**

Antarctica	Estonia	Macedonia	Serbia
Argentina	Finland	Malaysia	Singapore
Australia	France	Malta	Slovakia
Austria	Germany	Mayotte	Slovenia
Belgium	Greece	Mexico	South Africa
Brazil	Guatemala	Monaco	Spain
Bulgaria	Honduras	Montenegro	Sweden
Canada	Hong Kong	Netherlands	Switzerland
Chile	Hungary	New Zealand	Taiwan
China	Iceland	Nicaragua	Thailand
Costa Rica	India	Norway	Tibet
Croatia	Ireland	Panama	UAE
Cyprus	Italy	Peru	UK
Czech Republic	Japan	Poland	USA
Denmark	Latvia	Portugal	Uruguay
Dominican Republic	Liechtenstein	Romania	
Ecuador	Lithuania	San Marino	
El Salvador	Luxembourg	Saudi Arabia	

Table 2: Additional Destinations

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

Albania	French Polynesia	Kuwait	St Lucia
Alderney	Gibraltar	Macau	St Vincent & the
Anguilla	Guadeloupe	Montserrat	Grenadines
Antigua & Barbuda	Guernsey	Northern Cyprus	Turkey
Barbados	Grenada	Paraguay	Turks & Caicos
Cambodia	Indonesia	Philippines	Islands
Cayman Islands	Isle of Man	Qatar	Virgin Islands
Columbia	Israel	Russia	
Desirade (French	Jamaica	South Korea	
Antilles)	Jersey	Sri Lanka	
Dominica	Kosovo	St Kitts & Nevis	
Fiji			

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.

Critical Information Summary



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 Go Global 1GB Plan	Globalgig Go Global 3GB Plan	Globalgig Go Global 5GB Plan
Included mobile broadband allowance	1GB = 1024MB	3GB = 3072MB	5GB = 5120MB
Monthly plan charge	\$40	\$80	\$120
Data price within your monthly allowance (monthly plan charge / allowance)	\$40GB	\$26.66/GB	\$24/GB
Excess usage in Table 1: Go Global Destinations	20c per MB	20c per MB	20c per MB
Usage per MB in Table 2: Additional Destinations	25c per MB	25c per MB	25c per MB

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$40 for the 1GB plan, \$80 for the 3GB plan and \$120 for the 5GB plan. You will be charged in advance for your monthly plan charge. Excess usage in Australia and/or any usage in additional Globalgig destinations will be charged in arrears, i.e. the following month.

Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on:

- Your chosen Go Global mobile broadband plan
- If you exceed the included monthly broadband allowance for “Table 1: Go Global” within your monthly billing cycle, and
- If you use your Globalgig service in any of the “Additional Countries” not included in your plan allocation

Billing information

Globalgig is a post-paid service, which is invoiced on the 1st of each month. All overage and out of bundle charges are charged in arrears.

All times and dates are calculated in Greenwich Mean Time (GMT), this includes service activation, usage reporting and suspensions.

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 \$40 or \$80 for 3GB (\$26.66/GB) or \$120 for 5GB(\$24/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.

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.

Critical Information Summary



Please note: Spend management notifications are a best effort service and are valid at the time of email generation. Occasionally, notifications may be late due to delays in receiving data records from our network partners.

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 <https://globalgig.com.au/faqs.html>, email us at customercare@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>