

## Go Europe & USA Mobile Broadband Plan

### Information about the Service

#### Description of the Service

The Go Europe + USA plan is a post-paid Mobile Broadband service. Your plan allowance can be used in Australia and 36 included countries.

#### 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 3 months.

#### Plan Inclusions

The Go Europe + USA plans include a monthly Mobile Broadband allowance to be used within Australia and 36 'included' countries.

#### Table 1 'Included' Countries

Australia	France	Luxembourg	Slovenia
Austria	Germany	Malta	Spain
Belgium	Greece	Monaco	Sweden
Bulgaria	Hungary	Netherlands	Switzerland
Croatia	Iceland	Norway	United Kingdom
Cyprus	Ireland	Poland	USA
Czech Rep	Italy	Portugal	Vatican City
Denmark	Latvia	Romania	
Estonia	Liechtenstein	San Marino	
Finland	Lithuania	Slovakia	

#### Plan Exclusions

You can use your Globalgig service in any of the following 'additional' countries at for **25c per MB**.

Mobile Broadband usage within these countries is not included in your monthly Go Europe + USA 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, 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.

#### Table 2 'Additional Countries'

Access the Globalgig network in our 'Additional' countries for **25c per MB**

Antarctica	Ecuador	Kosovo	Saudi Arabia
Albania	El Salvador	Kuwait	Serbia
Alderney	Estonia	Latvia	Singapore
Anguilla	Fiji	Macau	South Africa
Antigua and Barbuda	French Polynesia	Macedonia	South Korea
Argentina	Gibraltar	Malaysia	Sri Lanka
Barbados	Grenada	Mayotte	St Kitts & Nevis
Brazil	Guadeloupe	Mexico	St Lucia
Bulgaria	Guatemala	Montenegro	St Vincent & the Grenadines
Cambodia	Guernsey	Montserrat	Taiwan
Canada	Honduras	New Zealand	Thailand
Cayman Islands	Hungary	Nicaragua	Tibet (China)
Chile	India	Northern Cyprus	Turkey
China	Indonesia	Panama	Turks & Caicos Islands
Columbia	Isle of Man	Paraguay	UAE
Costa Rica	Israel	Peru	Uruguay
Desirade (French Antilles)	Jamaica	Philippines	Virgin Islands (British)
Dominica	Japan	Qatar	
Dominican Rep	Jersey	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 not locked to that service provider or another network.

### Information about the Pricing

Globalgig SIM Starter Pack	Go Europe + USA 250MB Plan	Go Europe + USA 1GB Plan	Go Europe + USA 3GB Plan	Go Europe + USA 5GB Plan
<b>Included mobile Broadband allowance</b>	250MB	1GB = 1024MB	3GB = 3072MB	5GB = 10240MB
<b>Monthly plan charge</b>	\$20	\$30	\$50	\$70
<b>Data price within your monthly allowance (monthly plan charge / allowance)</b>	\$0.08/MB	\$30/GB	\$16.6/GB	\$14/GB
<b>Excess usage in Australia</b>	2c	2c	2c	2c
<b>Excess usage per MB for all 37 'included' countries</b>	25c	25c	25c	25c
<b>All usage per MB in 70 'additional' countries</b>	25c	25c	25c	25c
<b>SIM card</b>	\$2	\$2	\$2	\$2

### Minimum Monthly Plan Charge

The minimum monthly plan charge is \$20 for the 250MB Plan, \$30 for the 1GB Plan, \$50 for the 3GB Plan, and \$70 for the 5GB Plan. You will be charged in advance for your monthly plan charge. Excess usage in the 'included' countries and/or any usage in 'additional' Globalgig countries will be charged in arrears, i.e. in the following month.

### Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on:

- Your chosen Go Europe and USA mobile Broadband plan;
- If you exceed the included monthly Broadband allowance for Australia or the Table 1 'included' countries within your monthly billing cycle, and
- If you use your Globalgig service in any 'additional' Globalgig countries not included in your plan allocation.

### Total Minimum Plan Cost

The total minimum amount that you'll pay over the period of your plan term is \$60 for the 250MB Plan, \$90 for the 1GB Plan, \$150 for the 3GB Plan and \$210 for the 5GB Plan.

### 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 you incurred up to your cancellation.

### Cost of using 1GB (Gigabyte) of Broadband

The cost of 1GB within your monthly Broadband allowance is \$30, \$50 for 3GB (\$16.66/GB), \$70 for 5GB (\$14/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%, 85% 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 281 582**

### 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

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)