

Critical Information Summary

Go Global Mobile Broadband Plan

Information about the Service

Description of the Service

The Go Global plan is only available to existing Globalgig customers as a plan change on an existing service.

The Go Global plan is for a post-paid mobile Broadband service for use in Australia and 69 'included' countries and 14 'additional' countries across Globalgig's network of connected countries.

Bundling

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

Mandatory Goods

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

The Globalgig Tri-SIM is compatible with Apple iPad and iPad mini iOS, Android, Windows 8 cellular tablets or any unlocked portable Wi-Fi device. 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.

What's Included

The Go Global plans include a monthly mobile Broadband allowance to be used within Australia and 69 'included' Globalgig countries.

You can also access mobile Broadband services in 14 'additional' Globalgig countries for the rates specified below, i.e. Broadband usage within these countries is not included in your monthly allowance.

Table 1 'included' countries

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

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Table 2 additional countries

Albania	Columbia	Gibraltar	Guernsey	Isle of Man	Jersey	Philippines
Cambodia	Fiji	Guadeloupe	Indonesia	Israel	Kosovo	Qatar

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 Global 250MB Plan	Go Global 1GB Plan	Go Global 3GB Plan	Go Global 5GB Plan
Included mobile Broadband allowance	250MB	1GB = 1024MB	3GB = 3072MB	5GB = 5120MB
Monthly plan charge	\$30	\$50	\$100	\$170
Data price within your monthly allowance (monthly plan charge / allowance)	\$0.12c/MB	\$50/GB	\$33.33/GB	\$34/GB
Excess usage in Australia	2c	2c	2c	2c
Excess usage per MB for all 69 'included' countries	25c	25c	25c	25c
All usage per MB in 14 'additional' countries	25c	25c	25c	25c
SIM card	\$2	\$2	\$2	\$2

Minimum Monthly Plan Charge

The minimum monthly plan charge is \$30 for the 250MB Plan, \$50 for the 1GB Plan, \$100 for the 3GB Plan, and \$170 5GB 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. in the following month.

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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 'included' countries within your monthly billing cycle, and
- If you use your Globalgig service in any 'additional' Globalgig countries.

Early Termination

Early exit fees do not apply to month-to-month plans but we will not reimburse monthly charges on a pro-rata basis for the unused portion of a month. You are also required to pay any excess or overseas Broadband usage charges that you incurred up to your cancellation.

Other Information

Connecting other devices

With the Globalgig Tri-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 usage records and therefore usage alerts. You can also obtain your Broadband usage information by calling Customer Care on 1300 281 582.

Using Your Service Overseas

With this plan you can use your Globalgig service in Australia and 83 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, email us at customercare@globalgig.com.au, 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, 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 is available at www.globalgig.com/au/en/terms-and-conditions.