

Go Global Mobile Broadband Plan

Information about the Service

Description of the Service

The Go Global plan is a post-paid Mobile Broadband service that can be used in Australia and 105 Globalgig 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 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 Global plans include a monthly Mobile Broadband allowance to be used within Australia and 69 'included' Globalgig countries.

Table 1 'Included' Countries

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

Plan Exclusions

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

Mobile Broadband usage within these countries is not included in your monthly Go Global Data allowance.

Table 2 'Additional Countries'

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

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 37 '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 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 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 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 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 \$90 for the 250MB Plan, \$150 for the 1GB Plan, \$300 for the 3GB Plan and \$510 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 \$50, \$100 for 3GB (\$33.33/GB), \$170 for 5GB (\$34/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%, 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, email us at 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, 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

Globalgig plans are designed for Australian residents to use in Australia and when on holiday or business trips, not for extended periods abroad.

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