

## Globalgig Go Europe + USA

### Information about the Service

#### Description of the Service

The Globalgig Go Europe + USA data plan service is a post-paid Mobile Broadband service. Your plan allowance can be used in Table 1: Go Europe + USA 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 Traveller plans include a monthly Mobile Broadband allowance to be used within all **Table 1: Go Europe + USA Destinations**.

#### Plan Exclusions

You can use your Globalgig service in any of the following **Table 2 'Additional Destinations at 25c per MB**.

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

## Table 1: Go Europe + USA Destinations

These countries are included in your Go Europe + USA monthly mobile broadband allowance.  
Excess usage in countries below will be charged at **5c per MB**

Australia	Estonia	Lithuania	Sardinia
Austria	Finland	Luxembourg	Sicily
Azores	France	Madeira	Slovakia
Belgium	Germany	Malta	Slovenia
Bulgaria	Greece	Monaco	Spain
Canary Islands	Hungary	Netherlands	Sweden
Corsica	Iceland	Norway	Switzerland
Croatia	Ireland	Poland	UK
Cyprus	Italy	Portugal	USA
Czech Republic	Latvia	Romania	Vatican City
Denmark	Liechtenstein	San Marino	

## Table 2: Additional Destinations

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

Albania	Ecuador	Macau	South Korea
Alderney	El Salvador	Macedonia	Sri Lanka
Anguilla	Fiji	Mayotte	St Kitts & Nevis
Antarctica	French Polynesia	Malaysia	St Lucia
Antigua and Barbuda	Gibraltar	Mexico	St Vincent & the Grenadines
Argentina	Guadeloupe	Montenegro	Tibet
Barbados	Guatemala	Montserrat	Thailand
Brazil	Guernsey	New Zealand	Turkey
Cambodia	Grenada	Nicaragua	Turks & Caicos Islands
Cayman Islands	Honduras	Northern Cyprus	UAE
Canada	Hong Kong	Panama	Uruguay
Chile	India	Paraguay	Virgin Islands
China	Indonesia	Peru	
Columbia	Isle of Man	Philippines	
Costa Rica	Israel	Qatar	
Desirade (French Antilles)	Jamaica	Russia	
Dominica	Japan	Saudi Arabia	
Dominican Republic	Jersey	Serbia	
	Kosovo	Singapore	
	Kuwait	South Africa	

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Due to Globalgig constantly expanding its international footprint, your service may work in additional destinations not listed here. The service will be charged at the default rate of 25c per MB.

### 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

<b>Globalgig SIM Starter Pack</b>	<b>Globalgig Go Europe + USA 1GB Plan</b>	<b>Globalgig Go Europe + USA 3GB Plan</b>	<b>Globalgig Go Europe + USA 5GB Plan</b>
<b>Included mobile broadband allowance</b>	1GB = 1024MB	3GB = 3072MB	5GB = 5120MB
<b>Monthly plan charge</b>	\$20	\$40	\$60
<b>Data price within your monthly allowance (monthly plan charge / allowance)</b>	\$30/GB	\$16.67/GB	\$12/GB
<b>Excess usage in Table 1: Go Europe + USA Destinations</b>	5c per MB	5c per MB	5c per MB
<b>Usage per MB in Table 2: Additional Destinations</b>	25c per MB	25c per MB	25c per MB

### Minimum Monthly Plan Charge

The minimum monthly plan charge is \$20 for the 1GB plan, \$40 for the 3GB plan and \$60 for the 5GB plan. You will be charged in advance for your monthly plan charge. Excess usage in Australia

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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 Europe + USA mobile broadband plan
- If you exceed the included monthly broadband allowance for "Table 1: Go Europe + USA" within your monthly billing cycle, and
- If you use your Globalgig service in any of the "Additional Countries" not included in your plan allocation

## 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.

## Billing information

Globalgig is a post-paid service, which is invoiced on the 1<sup>st</sup> 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.

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

The cost of 1GB within your monthly Broadband allowance is \$20 or \$40 for 3GB (\$16.67/GB) or \$60 for 5GB(\$12/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

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Broadband records and therefore usage alerts. You can also obtain your Broadband usage by calling Customer Care on 1300 102 102.

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](mailto: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](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 these plans are available at <https://globalgig.com.au/terms-and-conditions.html>