

International Global Roaming Packs

Critical Information Summary

Information About the Service

The offer: Pre-Paid Global Roaming voice or data packs.

The offer is a bundle of services: Yes, any mobile service supplied by Mate with international roaming enabled.

The offer requires mandatory purchase of Telecommunications goods from us: No

Available minimum terms: 7 days

Principal carrier (who owns the network and we are not affiliated with them): Telstra

Equipment compatibility: Any Telstra certified equipment

Inclusions:

Pack	Total minimum cost	Inclusions	Validity
Pacific Data	\$6.00	1GB data	7 days
Asia Data	\$6.00	1GB data	7 days
North America Data	\$6.00	2GB data	7 days
Global Data	\$12.00	2GB data	7 days
Global Voice	\$32.00	5GB data + 30 mins calls + 30 SMS	7 days

Where each pack may be used:

Pacific	Fiji, Nauru, New Zealand, Papua New Guinea, Samoa, Tonga, Vanuatu
Asia	Cambodia, China, Hong Kong, India* (<i>excludes Bihar, UP East and West Bengal</i>), Indonesia, Japan, Korea, Macao, Malaysia, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
North America	Canada, Mexico, United States



Global Data	Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India*, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Kenya, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, United Arab Emirates, United Kingdom, United States, Vanuatu, Vietnam.
Global Voice	Austria, Canada, China, Croatia, Fiji, France, Germany, Greece, Guernsey, Hong Kong, India*, Indonesia, Ireland, Isle of Man, Italy, Japan, Jersey, Korea, Malaysia, Nauru, Netherlands, New Zealand, North Macedonia, Philippines, Portugal, Singapore, Spain, Sri Lanka, Switzerland, Thailand, United Kingdom, United States, Vanuatu, Vietnam.

Exclusions: You cannot use more than one of the same packs at the same time. Purchasing the same pack again will replace the current pack, and any unused inclusions will be lost. Different packs can be used simultaneously.

Limitations: Each pack is valid for 7 days from activation as reckoned from the time in Sydney, Australia. Data inclusions are set per pack and do not roll over or share. Calls and SMS are only included on the Global Voice pack. Packs do not auto-renew. A new pack must be purchased after validity period or when inclusions are used. Packs cannot be cancelled or refunded once activated and will expire automatically after 7 days.

Terms: All services are supplied pursuant to our Business Terms.

Customer Service: You can email us at support@letsbemates.com.au or call us on 13 14 13 during business hours.

Complaints: You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website listed under "Important Stuff". The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing support@letsbemates.com.au or calling 13 14 13 and specifically stating you want to make a complaint.

TIO: Telecommunications Industry Ombudsman Limited is a company funded by service providers to provide a free and independent external dispute resolution service to consumers who have an unresolved complaint about their phone or Internet service. It is contactable on 1800 062 058 and at www.tio.com.au.

Usage: Data is counted in 1KB increments. You can obtain data usage information by visiting our website, clicking "self-care" and logging in with your username and password or contact us on 13 14 13 for help. We will notify you when you reach approximately 50%, 85% and 100% of your included usage by email, SMS and MyMate app push notification. Usage is blocked once your included allowance is reached unless you purchase another pack.

More information: Charges will appear on your next invoice after purchase. Coverage and speeds depend on overseas network partners and may vary by location.

Our Online Safety Code Manual available on our website includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet.

