



# Critical Information Summary

## SuperSim Mobile Voice Prepaid Plans

This summary gives you the important information you need to know about your Superloop mobile voice plan. It covers things like the plan period, billing, what's covered and what's not.

### Information about the Service

SuperSim Mobile Voice Prepaid plans offer a 4G and 5G (on eligible plans) mobile voice service. We use the Telstra Wholesale Mobile Network, learn more at <https://www.telstrawholesale.com.au/mobile-network.html>. The SuperSim Mobile Voice Prepaid plans include a 30-day plan validity period, and are available for personal use only. The plans have auto-recharged plan fees, included and unlimited allowances and up to a 1000GB Data Bank limit, see plans below for detail.

Included national calls and SMS/MMS:

- Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail.
- Unlimited standard national SMS and to other Australian mobiles.
- 2,000 Free Text, Picture and Video national MMS to other Australian mobiles.

Plan Name	Mobile Network Capable	Min./Max. 30-Day Charge	Included Data**	Data Cost Per GB	Data Bank Limit	International Calls and SMS	Speed Cap
Saver 4G	4G	\$25	15 GB	\$1.67	500 GB	Unlimited to 15 Countries^	4G Download speeds are capped at 100Mbps
Essential 5G	4G & 5G	\$35	35 GB	\$1.00	500 GB	Unlimited to 15 Countries^	5G Download speeds are capped at 150Mbps
Choice 5G	4G & 5G	\$40	60 GB	\$0.67	1000 GB	Unlimited to 15 Countries^	5G Download speeds are capped at 150Mbps
Plus 5G	4G & 5G	\$50	100 GB	\$0.50	1000 GB	Unlimited to 15 Countries^	5G Download speeds are capped at 150Mbps
Max 5G	4G & 5G	\$60	150 GB	\$0.40	1000 GB	Unlimited to 15 Countries^	5G Download speeds are capped at 250Mbps

^ Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK and USA.

Speed Cap Disclaimer for 4G plans. Download speeds are capped at 100Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Speed Cap Disclaimer for 5G plans. Download speeds are capped at 150Mbps or 250Mbps (see table above). This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Plan fees are payable in advance and will be automatically recharged every 30 days or if you recharge early or up/down-grade your plan. The included national data allowance, which includes all usage for both uploads and downloads, expires at the end of each plan validity period with any unused data rolling over to the Data Bank. If you recharge your plan to a lower plan price, your Data Bank data balance will be reset to 0MB. This is a stand-alone service and is not bundled with any other product. There is no early termination fee, but if you cancel your service, any remaining credit will not be refunded.

The SuperSim Mobile Voice Prepaid plans also come with two optional Additional National Data Allowance Add-on plans and an Additional International 300-minute Call\* (IDD) and Unlimited Standard SMS to 30 Countries Add-on for use in Australia as follows:

Add-on Plan	Price	Plan Validity	What happens at end of Plan Validity
1 GB** Data	\$10	To end of 30-Day Voice Plan	Unused data rolls over to Data Bank
5 GB** Data	\$25	To end of 30-Day Voice Plan	Unused data rolls over to Data Bank
IDD*300 Minute Call Allowance~ & Unlimited SMS	\$6	30 Days	You must recharge IDD Plan

\* Bangladesh, Brazil, Canada, Chile, China, Colombia, Denmark, France, Germany, Greece, Guam, Hong Kong, India, Indonesia, Ireland, Israel, Japan, Malaysia, New Zealand, Norway, Pakistan, Peru, Romania, Singapore, South Korea, Spain, Sweden, Thailand, UK and USA

\*\* Data is measured per kilobyte and rounded up to the nearest kilobyte.

~ Charged in 60 second increments.

### BYO device

A compatible mobile (with the Telstra Wholesale 4G and 5G Networks) device is required to gain access to the service and is

required to be operated inside the coverage area. More information on device requirements and coverage is available here: <https://www.superloop.com/mobile/coverage-map>

**Minimum term**

As this service is a prepaid service, you can recharge, change your plan, or cancel at any time without notice.

**Included in these plans**

The included National Data allowance can be used in Australia to access the internet from a compatible device. The unlimited national talk allowance can be used to make calls in Australia to Australian fixed lines and mobile numbers. The Unlimited National Standard SMS allowance can be used in Australia to send standard SMS to Australian mobile numbers in Australia.

The 2,000 Free National MMS allowance can be used in Australia to send Text, Picture and Video MMS to Australian mobile numbers in Australia. The unlimited International call and SMS allowances can be used to make calls in Australia to overseas fixed lines and mobile numbers and send SMS's to overseas mobile numbers in selected countries.

What is not included in these plans The National talk, Standard SMS and 2,000 Free MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); content packs, directory assistance or any other content services or charges. Premium Calls to 190X or 0055 services, Premium SMS/ MMS to numbers starting with '191', '193 – '197' and '199' Premium/ Paid content are not possible to be accessed from the service. The included National Data, SMS or MMS allowances or International Call allowance cannot be used whilst overseas.

Subject to the Superloop Mobile Acceptable Use Policy and Terms and Conditions: [superloop.com/terms](https://www.superloop.com/terms)

**Plan cost**

The plan price is the pre-paid financial commitment for the plan you select. If you exhaust the included National Data Allowance, you will need to either recharge your plan, change your plan or purchase an additional data Add-on allowance to continue to access the internet on your mobile device.

**Comparison rates**

Standard usage charges (including GST)

2-minute standard call to fixed or mobile numbers on unlimited call plans	Unlimited
Standard National SMS	Unlimited

If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make unlimited calls on the unlimited minute call plans.

This is a summary only, full details on the rate table are available at: <https://www.superloop.com/mobile/call-rates>

The International Rate Table is available on the Superloop website: <https://www.superloop.com/mobile/international-rates>

**Credit Card Surcharge**

Services that are paid by credit card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. If you wish to avoid this charge, please select the direct debit option.

**Failed Payment Fee**

A failed payment fee of \$10 will be applied if payment is not made by the due date. If the failed payment fee is not paid after being notified, Superloop may suspend or restrict your Service(s).

**Credit Card Surcharge**

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. You can pay by Direct Debit from your bank to avoid these fees.

**Other Information**

**Using Your Service Overseas**

You cannot use your Unlimited Voice call minutes, Unlimited SMS or 2,000 Free MMS allowance and or included mobile data allowance if you are overseas. If you want to use your Superloop Mobile Voice Pre-Paid plan when overseas, you'll need to charge up your PAYG account with enough credit to use the services you want to use overseas. You can receive SMS whilst overseas for free. You can check and manage your roaming settings in My Superloop.

You will be charged at our roaming rates which are significantly higher than your normal mobile voice calls, message sent and received and data usage rates (note, roaming is only available for certain countries). To avoid surprises, see <https://www.superloop.com/mobile/global-roaming> for information on roaming call, message and data rates or call our Sales Team if you are unsure.

**My Superloop**

You will be provided with a secure members portal where you will be able to recharge your data, view your daily data, SMS/MMS and call usage for your prepaid mobile service. You will also be able to track all your Superloop invoices, make changes to your existing service and buy new services from this portal. My Superloop login: <https://www.Superloop.com.au/my-Superloop>

**Superloop Customer Contacts**

Please visit call 1800 57 87 37 if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account.

**Complaints and Disputes**

If you are not happy with your service, you can follow our dispute resolution process <https://www.superloop.com/lodge-a-complaint> . More details are available in our Complaints Handling Policy which is accessible at [superloop.com/terms](https://www.superloop.com/terms).

**Further Investigation**

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at <https://www.tio.com.au/contact-us>

This is a summary only – the full legal terms for mobile services are available at [superloop.com/terms](https://www.superloop.com/terms)