



## Opel Mobile Pre-Paid SIM

# Critical Information Summary

When you're signing up for an Opel Mobile PrePaid SIM plan, it's important to know the details. Below is a summary of the essential information about your plan.

What is the Service?						
Opel Mobile Plans	\$10 Opel Mobile PrePaid Plan	\$20 Opel Mobile PrePaid Plan	\$30 Opel Mobile PrePaid Plan	\$40 Opel Mobile PrePaid Plan	6mth Opel Mobile PrePaid Plan	12mth Opel Mobile PrePaid Plan
Minimum Term	30 Days	30 Days	30 Days	30 Days	180 Days	365 Days
Minimum and Maximum 30 day charge	\$10	\$20	\$30	\$40	\$149	\$279
Early Termination Fee	No Early Termination Fees for any cancellation of service - Please note that the remaining credit on a plan is not refundable					
Included Data	1GB	11Gb	32GB	70GB	125GB	260GB
National Call and SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National MMS Inclusions	PAYG	2000	2000	2000	1000	1000
International Calls and SMS	N/A	N/A	Unlimited to 10 Destinations*	Unlimited to 10 Destinations*	PAYG	PAYG
Data Bank / Data Rollover	N/A	Eligible	Eligible	Eligible	Eligible	Eligible
VAS (Value Added Service)	\$1	\$2	\$3	\$4	\$5	\$5



What is the Service?	IDD Pack (1)	IDD Pack (2)	Data Top Up	Call & Message Add On	Call & Message Add On
Opel Mobile Plans	IDD Calling Pack (60Min) 30 Destinations	IDD Calling Pack (120Min) 42 Destinations	\$12 Opel Mobile Data Top up for existing customers	\$5 Opel Mobile Call & Message Add on for existing customers	\$10 Opel Mobile Call & Message Add on for existing customers
Minimum Term	In Line with plan	In Line with plan	In Line with plan	365 Days	365 Days
Minimum and Maximum 30 day charge	\$6.95	\$8.95	\$10	\$5	\$10
Early Termination Fee	No Early Termination Fees for any cancellation of service - Please note that the remaining credit on a plan is not refundable				
Included Data	N/A	N/A	1GB	N/A	N/A
National Call and SMS	N/A	N/A	N/A	N/A	N/A
National MMS Inclusions	N/A	N/A	N/A	N/A	N/A
International Calls and SMS	IDD Calling (60Min) 30 Destinations*	IDD Calling (120Min) 42 Destinations*	N/A	N/A	N/A
Data Bank / Data Rollover	N/A	N/A	N/A	N/A	N/A
VAS (Value Added Service)	N/A	N/A	N/A	\$5	\$10



## Devices

To use the Opel Mobile Pre-Paid service, you will need to bring your own compatible mobile device that supports 3G 850MHz and, for access to the 4G service, both 4G 1800MHz and 4G 700MHz bands.

## Where can I use my service?

Provided you have a 4G-compatible device, you'll receive access to our national 4G or 3G coverage – refer to the Opel Mobile Coverage map on our website. Mobile coverage depends on several factors such as your device, location, surrounding landscape as well as the building you may be using your device from.

## Can I use my service overseas?

No, your service is for use in Australia only. You won't be able to use it to make or receive calls or send messages while you're overseas, or access mobile data while overseas. We don't currently offer any international roaming options.

## National Calls and SMS

Unlimited calls and SMS across Australia including 13/1300, and 18/1800 Numbers.

## VAS (Value Added Service)

Inclusions in your Opel Mobile SIM Plan for a service such as Voice mail (0.12c - 60 Seconds) \*

(\*We recommend that customers wanting to use Voicemail look at either our \$20, \$30, or \$40 SIM pack or add a \$5 or \$10 Call & Message Add-on pack to an existing plan)

## How much will I pay upfront for a new service?

There is no charge to order a SIM online. We will send it for free to any address in Australia. When you activate your service, you'll need to pay the first

month's charge for your plan, plus the cost of the international call and text add-ons if selected.

## What happens if I exceed my data allowance?

You can purchase additional data at any time, please refer to our Data Top-up plan as detailed in the above table. Please note - we do not apply data top-ups automatically.

## Call & Message Add on

You can purchase an additional Call & Message Add-on for any existing SIM Plan, please refer to the above table for details. Please note - we do not apply a Call & Message Add-on automatically.

## Databank / Data Roll Over\*

At the end of your 30-day pre-paid period, any unused Data is banked into the end user's Databank. Your Databank is limited to a maximum of 500GB and once reached this limit no further data can be banked. The Data Roll Over to your Databank is only eligible if you maintain the same type of Mobile plan. Downgrading your plan will forfeit any current or previous Data banked.

*\*Data Rollover to your Databank is only available on the \$20, \$30, \$40, 180-Day, and 365-Day - Opel Mobile Prepaid plans.*

## MMS Inclusions

Multimedia Messaging Service (MMS) is available on the following plans. 2000 x MMS for the \$20, \$30, and \$40 Plans. 1000 x MMS for the 180-Day and 365-Day Plans

## \*180-Day and 365-Day Plans

We offer the option of selecting either a 180 or 365-day plan. Allowing the user to pay for the entire selected period upfront. At the end of the plan period, you will be prompted to have the plan

renewed and be charged for the new period. Inclusions for both the 180-Day and 365-Day plans differ from 30-Day plans. Please refer to the plan table for details.

### **Opel Mobile Safety Pendant – Suggested Plan**

The \$10 Prepaid plan is an ideal companion for the Opel Mobile Safety Pendant as the device uses minimal data in its day-to-day operation. For more information, please refer to the product details on the Opel Mobile Website.

### **International call Destinations\* (\$30 & \$40 Plans)**

Unlimited call destinations are Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA.

### **International call Destinations – Add On packs**

**IDD 60 Min Pack 1** – Bangladesh, Bhutan, Brunei, Cambodia, Canada, China, Greece, Hong Kong, India, Iran, Iraq, Ireland, Japan, Laos, Malaysia, Mongolia, Nepal, New Zealand, Nigeria, Pakistan, Philippines, Singapore, South Africa, South Korea, Sri Lanka, Thailand, Turkey, United Kingdom, USA & Vietnam

**IDD 120 Min Pack 2** – Andorra, Bangladesh, Brazil, Canada, China, Czech Republic, Cyprus, Denmark, Estonia, France, Germany, Gibraltar, Greece, Greenland, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Israel, Italy, Ireland, Japan, Luxembourg, Macau, Malaysia, Mexico, Monaco, Morocco, New Zealand, Norway, Romania, Singapore, Slovakia, Spain, South Korea, Taiwan, Thailand, Ukraine, United Kingdom, & USA

### **Online Safety Code**

Online safety is important to all customers. You can access our dedicated Online Safety code guide,

which is in the footer of our website home page. [www.opelmobile.com.au](http://www.opelmobile.com.au)

### **When will I be billed?**

Following your initial payment on sign-up, you'll be billed for subsequent charges in advance every 30 days. We'll notify you of your payment the day after you sign up, and you can see it at any time on your account on our website.

### **How do I pay?**

You'll need to pay any charges via recurring payment from a Visa, MasterCard, or American Express.

### **How do I cancel my service?**

You can cancel your service without any further monthly payments by submitting a support request through our website a minimum of 24 hours before the start of the next monthly payment cycle. If you cancel your service, we won't refund any fees that you've already paid to us, and your service will stop working within an hour of your request being actioned.

### **Acceptable use policy**

You must use your service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable use policy. It's for personal use only and must not be resold in any form.



## Contact Us

You can contact us regarding any concerns, questions, or complaints relating to your Opel Mobile Pre-Paid SIM.

**Phone 1300 102 154\***

**Email [help@opelmobile.com.au](mailto:help@opelmobile.com.au)**

**Postal PO Box 994 Spit Junction NSW 2088**

**\*Phone Contact Hours; 8.00 am to 6.00 pm AEDT**

**Email / Postal – Accessible all Hours – Processed during business hours (excluding public holidays)**

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