



## Critical Information Summary- 365-Day Saver SIM Only Mobile Plan

### Service Description

- It is a SIM-only, pre-paid annual mobile service for residential use for \$24 annually and we provide 100 MB monthly data.
- It is not a requirement of OCCOM Network that customers acquire handsets or other equipment from OCCOM Network. However, you must have a compatible, unlocked mobile handset.
- You'll have a 100 MB data each month, and any remaining data will not roll over to the next month.
- Once you reach over 100 MB data, we'll not cap or block your service, but we'll start calculating your usage and charge you as according to that on following month as per our billing policy.
- 3 in 1 sim designed to fit all handsets.

### Minimum Term

There are no early termination fees applicable to this plan but if you cancel your service, any remaining credits will not be refunded.

### Further Information about this plan

Plan Name	365-Day Saver SIM Only Mobile Plan
Monthly fee	\$ 0
Annual Fee	\$ 24
Included data	100 MB data per month
Data charge per MB	\$ 0.02
Voice charge per minute	\$ 0.12
SMS charge per each SMS	\$ 0.12

MISCELLANEOUS FEES & CHARGES	Price (incl.GST)
MMS	\$ 0.20
Voicemail (per call)	\$ 0.05
International MMS	\$ 0.25
124 YES Calls (per Min)	\$ 3.50

### Inclusions and non- inclusions

- You will be top up with 100 MB data each month.
- Data will be deducted upon your usage.
- This plan will be valid for a year and will be renewed annually until we receive the notice for cancellation.
- Any unused top up for activating international roaming will be refunded after 30 days

### Excess Charges

- This is an annual plan, and you'll be provided with 100 MB data each month
- Can use data even if your 100 MB data is used out. Your usage will then be calculated and charged following month
- No fee to receive calls and SMS if the service is still active.
- Voice is charged per minute (not per second). Minimum charge is 1 minute per call.
- A \$6 dishonour fee applies on failed payment (Direct Debit/ credit card).

### Plan Renewal

- Your plan will automatically renew after 365 days, until provided 30 days' notice of cancellation.
- An annual fee of \$24 will be charged at the date of service activation every year, until you provide us with a 30 days' notice.
  - Suppose you activated your service on 21/01/2020 then, annual fee of \$24 will be charged on 21/01/2021, and if the date happened to be a public holiday, weekend or 29/02 then will be charged on a following business day

### Delivery

- The first SIM card will be delivered free of cost, then \$5 delivery fee for SIM card replacement (no charge for the SIM card itself).

## Payment

- Payment methods include direct debit or a credit card. We calculate your usage per month. For any excess usage we'll send you an invoice on 10<sup>th</sup> of following month. Payment will be charged 10 business days after the date of invoice

## Charges

Voice is charged per minute (not per second). Minimum charge is 1 minute per call. A \$6 dishonour fee or late payment fee applies on failed payment (Direct Debit) or \$20 for late payment (Non-Direct Debit).

## Usage Information

- You can monitor your usage by Occom's customer portal My Account.

## International calls

- International calls are disabled by default in this service. However, you can call our customer service team at to activate the service. PAYG plan can be enabled on request.
- Please check our link for the detail rates about call rates at [www.occom.com/internationalrates](http://www.occom.com/internationalrates)

## International roaming

- Your service is for use in Australia only. By default, international roaming is disabled. However, to activate roaming you need to contact us at 1300 299 999 or via our livechat.
- In order to activate this service, you must make a prepayment of \$500. Also, please understand when you are overseas and your mobile prepayment reaches less than \$100, OCCOM will automatically top up your balance with another \$500.
- Due to time zone difference, overseas carriers' network and many other factors your usage is not updated in real time and may lag from 21-30 days, so in order to minimize the cost, it is highly recommended to use WIFI wherever possible.
- Any unused prepayment will be credited back to your bank account 30 days after you disable your international roaming service. As there is a lag of 21-30 days, this step is essential to ensure, you have been charged correctly.
- You can choose to keep existing balance in your account or refund back, but OCCOM by default will leave \$ 24 credit in your account.
- Please check our link for the detail rates about roaming at [www.occom.com/internationalrates](http://www.occom.com/internationalrates)

## Complaints Handling

You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website mentioned in our terms and conditions. The policy explains



how you can make a complaint and how your complaint will be addressed. If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist. Our Customer Service staff can be contacted by:

Email – [support@occom.com.au](mailto:support@occom.com.au)

Phone – 02 8005 3925

Fax - 02 9012 0328

Mail – Suite 1003/1 Chandos Street, St Leonards NSW 2065

If our Customer Service or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.

You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – [escalation@occom.com.au](mailto:escalation@occom.com.au)

Fax - 02 9012 0328

### Further options

You will find most matters can be handled by OCCOM's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within OCCOM, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058) or the fair trading department in your state or territory.