

# Catch Connect Prepaid Mobile – 30 Day Plans

**Applies to services purchased by new customers and recharges purchased by existing customers from:**

**5.00pm Sydney time 9 January 2020.**

## Information About the Service

**Service Description:** This service is a prepaid mobile 30 day service, offered by Catch Connect using the Optus network. Catch Connect Prepaid Mobile plans have different inclusions depending on the amount you choose to recharge.

Catch Connect 30 Day Prepaid Mobile plans include the following standard plan inclusions for use within Australia:

| Prepaid - 30 Day Plans  | \$16.90 Plan<br>ID: 400b | \$29.90 Plan<br>ID: 803 | \$36.90 Plan<br>ID: 402e | \$49.90 Plan<br>ID: 831 |
|---|--------------------------|-------------------------|--------------------------|-------------------------|
| <b>Minimum monthly charge</b>   | Not applicable           |                         |                          |                         |
| <b>Maximum monthly charge</b>   | Not applicable           |                         |                          |                         |
| <b>Maximum charge for early termination</b>   | Nil                      |                         |                          |                         |
| <b>Minimum term applicable</b>  | Up to 72 hours           |                         |                          |                         |
| <b>Included minutes (Talk)</b><br>Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.           | Unlimited                |                         |                          |                         |
| <b>Included SMS/MMS (Text)</b><br>Standard national SMS and MMS.  | Unlimited                |                         |                          |                         |
| <b>Included data</b><br>Charged per KB. Unused plan inclusion data does <u>not</u> rollover even if you recharge before expiry. | 3 GB                     | 13 GB                   | 20 GB                    | 40 GB                   |
| <b>Included International Minutes</b><br>To selected 32 countries.  | N/A                      | N/A                     | N/A                      | N/A                     |
| <b>Expiry</b>   | 30 days                  |                         |                          |                         |

## Exclusions

International roaming, SMS/MMS to overseas numbers, directory assistance and SMS to premium numbers are not included with your plan, but can be purchased using different Extras packs. You cannot make calls to premium numbers using our services. International calls are excluded from all

Catch Connect 30 Day Prepaid Mobile plans listed in this Critical Information Summary but can be purchased using different Extras packs.

## Extras

Catch Connect offers Data Extras, International Extras and Catch Extras. Extras packs have their own expiry dates, and you can still use them if your standard plan inclusions have expired.

| Data Extras  | \$10    | \$15    |
|--|---------|---------|
| <b>Included value</b><br>Data Extras can be used for data in Australia. Charged per KB. Unused Data Extras credit can be rolled over, up to a maximum of 20GB, if you add additional Data Extras to your service before the expiry of your current Data Extras pack. Data Extras are used before any data included in your plan. | 1 GB    | 2 GB    |
| <b>Expiry</b>  | 30 days | 30 days |

| International Extras  | \$5                                      | \$10                                     |
|---|--|--|
| <b>Included value</b><br>International Extras can be used in Australia for calls and SMS/MMS to standard international numbers in 32 selected countries (listed on next page). Calls charged per minute. Excludes premium/special/satellite /overseas toll free numbers, roaming, video calls, and any calls and SMS/MMS to non-included countries. Unused International Extras can be rolled over, up to a maximum of 500 minutes if you add additional International Extras to your service before the expiry of your current International Extras pack. For use within Australia | 100 standard international minutes       | 300 standard international minutes       |
|   | Unlimited standard international SMS/MMS | Unlimited standard international SMS/MMS |
| <b>Expiry</b>   | 30 days                                  | 30 days                                  |

| Catch Extras  |   |
|---|---|
| <b>Included value</b><br>Catch Extras credit can be used for standard international calls and SMS/MMS, international roaming, and selected premium services. Calls charged per minute. Excludes video calls, premium calls, overseas premium and overseas toll-free services. Catch Extras credit can be rolled over, up to a maximum of \$500, if you add additional Catch Extras credit to your service before the expiry date of your current Catch Extras credit. All use outside Australia incurs international roaming charges. | \$5, \$10, \$20 and \$50 recharge options |
| <b>Expiry</b>   | 30 days                                   |
| <b>Catch Extras Rates</b>   |   |
| Standard national calls to 13/1300 numbers  | 29c per minute                            |

|                              |   |
|------------------------------|---|
| Standard international SMS   | 25c per 160 characters                      |
| Standard international MMS   | 75c per MMS                                 |
| Standard international calls | Varies. See <a href="#">Appendix J</a>      |
| Premium SMS                  | Varies per service provider                 |
| International roaming        | Varies. See <a href="#">roaming pricing</a> |

If you have any unexpired Catch Extras balance remaining after your relevant Prepaid Plan standard inclusions and Data Extras or International Extras packs have expired or been fully used up, you will be charged the following rates for these usage types:

|   |                                     |
|---|-------------------------------------|
| Calls to standard Australian mobiles and landlines and voicemail retrieval within Australia | 12c per minute (no flagfall)        |
| Calls to 13/1300 numbers  | 29c per minute                      |
| Voicemail retrieval from outside of Australia   | See <a href="#">roaming pricing</a> |
| Standard national SMS   | 12c per 160 characters              |
| Standard national MMS   | 49c per MMS                         |
| Data in Australia   | 10c per MB                          |

#### Mandatory goods

You need to supply your own mobile phone in order to access this service with the SIM card we will provide you. In order to access data using this service, your phone will need to be internet-capable. Make sure that your device isn't locked to other networks.

#### Coverage

Coverage availability will vary depending on your device compatibility and location. Please refer to the [catchconnect.com.au/coverage-map](#) to check if your device can take full advantage of the Optus network.

#### Activation

To use this service you need to purchase and activate a Catch Connect Prepaid SIM. You need to activate your SIM within 30 days of purchase or by the date advertised in a promotion (whichever is earlier) in order to take advantage of the inclusions in any advertised plans.

#### Special promotions and bonuses

This summary may not include special promotions or bonuses that may be associated with your plan or added by you.

#### Fair Go Policy

Our Fair Go Policy applies to this service. The Fair Go Policy ensures that all customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of these services. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. You can find the policy at [optus.com.au/fairgo](#)

#### Cancellation fees

There are no cancellation fees.

#### Data Usage

Data is counted in 1 KB increments, and includes uploads and downloads. After you've used your included data, you will no longer be able to use your data service until you recharge again, unless you have an active Data Extras pack or Catch Extras credit. Unused plan inclusion data will not rollover when you recharge before credit expiry.

#### Service expiry

To make standard national calls and send standard national SMS and MMS, you need to have credit available on your service. If your plan is not set to auto-recharge and you do not recharge your plan, your SIM will remain active for 90 days after your last recharge expires. If you do not recharge again during that time, your SIM will be cancelled. You will require a new SIM card to use the service, and you may not be able to continue using your mobile number.

#### Automatic recharging

When you purchase your plan, it will be set by default to automatically recharge your account 30 days after you activated the plan or last manually recharged. You can turn off automatic recharging and manage your recharges by logging in to your Catch Connect account at [catchconnect.com.au/login](#).

#### Plan changes

You can swap to a different Catch Connect Prepaid plan at any time. When you swap, you will keep any unexpired Extras packs and unexpired Extras credit, but you will lose your existing plan inclusions and any other credit, minutes, SMS/MMS, data, bonuses or discounts.

#### Calls to 1800 numbers

If you have zero credit you will be able to make calls to 1800 numbers up until the time your plan recharge expires. Services that connect you to premium numbers may be charged to you or a third party.

#### Other Information

##### Tracking your spend

You can track your account balance, and usage of your included data and any Extras, 24/7 through the dashboard for your Catch Connect account, accessible at [catchconnect.com.au/login](#). When you're in Australia, we will send you alerts when you have used 50%, 85% and 100% of your included data. We will not send you alerts for usage of Extras (including Extras data packs) or any bonus data you may have received.

##### Making international calls and using your service overseas

When in Australia, you can make standard international calls to 32 selected countries by purchasing an International Extras pack. Those 32 selected countries are: Austria, Bangladesh, Cambodia, Canada, Chile, mainland China, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, the United States of America and Vietnam.

Calls to other international countries can be made by purchasing Catch Extras credit, at the rates described at [catchconnect.com.au/pricing](#). If you do not want to purchase an International Extras pack, you can also use Catch Extras credit to call the 32 selected countries listed above, at the rates described at [catchconnect.com.au/pricing](#)

Catch Extras credit can also be used for roaming. Roaming costs and charges can vary based on location and networks. For more information on roaming rates, check out [catchconnect.com.au/pricing-roaming](#)

##### Customer service

For assistance, you can refer to the help section on the website at [catchconnect.com.au/help](#), email us at [catchsupport@catchconnect.com.au](mailto:catchsupport@catchconnect.com.au) or contact us via the webchat tool on [catchconnect.com.au](#)

**Customer complaints**

You can contact our complaint resolution area by calling us on **1300 222 825** or by emailing us at [complaints@catchconnect.com.au](mailto:complaints@catchconnect.com.au). We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.