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## amaysim Plans and Offers

## 1. Who is amaysim?

amaysim launched in 2010 and is now the largest mobile virtual network operator (MVNO) in Australia, and the fourth-largest mobile service provider overall. amaysim's philosophy is putting customers first by delivering them the best possible experience. That means that their plans are clear and transparent and they provide excellent customer service.

## 2. What mobile plans does amaysim offer?

amaysim offers Prepaid SIM-only mobile plans with no lock-in contracts, powered by the Optus 4G Network. With amaysim, you can bring your own device and keep your existing mobile number.

The popular [Unlimited Plans](#) include unlimited standard talk and text Australia-wide. Simply choose how much data you need, and you are ready to go.

## 3. What are the inclusions for amaysim's UNLIMITED plans?

Plan Inclusions (All for use in Australia)	UNLIMITED 1GB	UNLIMITED 5GB	UNLIMITED 30GB	UNLIMITED 45GB 200GB	UNLIMITED 60GB
Plan Cost (Minimum for 28 days)	\$10	\$20	\$30	\$40	\$50
Standard calls to mobile and landlines	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard SMS & MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data Inclusion	1GB	5GB	30GB	200GB*	60GB
Cost of using 1MB of Data in Australia	\$0.0098	\$0.0039	\$0.0010	\$0.0009	\$0.0008
Standard Calls to 28 countries**	Unavailable	Unavailable	Unlimited	Unlimited	Unlimited
International SMS/MMS to 32 countries***	Unavailable	Unavailable	Unlimited	Unlimited	Unlimited
300 mins of Standard Calls to 14 countries****	Unavailable	Unavailable	Unavailable	300 mins	300 mins
Calls to voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Minimum Term	28 days	28 days	28 days	28 days	28 days
Excess Data	\$10/GB	\$10/GB	7.2c/MB or \$10/GB	7.2c/MB or \$10/GB	7.2c/MB or \$10/GB

Table current as at 21 April 2020. T&Cs apply.

Please check amaysim's [Critical Information Summaries](#) for the latest information on inclusions.

\* \$40 for \$200GB is an ACN exclusive offer. ACN exclusive offer ends 17/05/2020.

\*\* Standard Calls to 28 countries: when in Australia, some amaysim UNLIMITED Mobile Plans allow for unlimited standard calls, to Canada, Chile, China, Columbia, France, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Japan, Malaysia, Malta, Mexico, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam (see table above).

\*\*\* International SMS/MMS to 32 countries: when in Australia, some amaysim UNLIMITED Mobile Plans allow for unlimited standard SMS/MMS to Austria, Bangladesh, Cambodia, Canada, Chile, 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, UK, USA and Vietnam (see table above).

\*\*\*\* 300 mins of Standard Calls to 14 countries: when in Australia some amaysim UNLIMITED Mobile plans also allow for 300 minutes of standard talk to Austria, Bangladesh, Brazil, Cambodia, Croatia, Greece, Hungary, Italy, Netherlands, Pakistan, Philippines, Poland, South Africa and Turkey (see table above).

## 4. What are Prepaid plans?

On a Prepaid plan, you always pay upfront on a month-to-month basis. You can set up a direct debit which allows your plan to automatically recharge at the end of every 28-day period.

Please note, all amaysim mobile plans are a prepaid service.

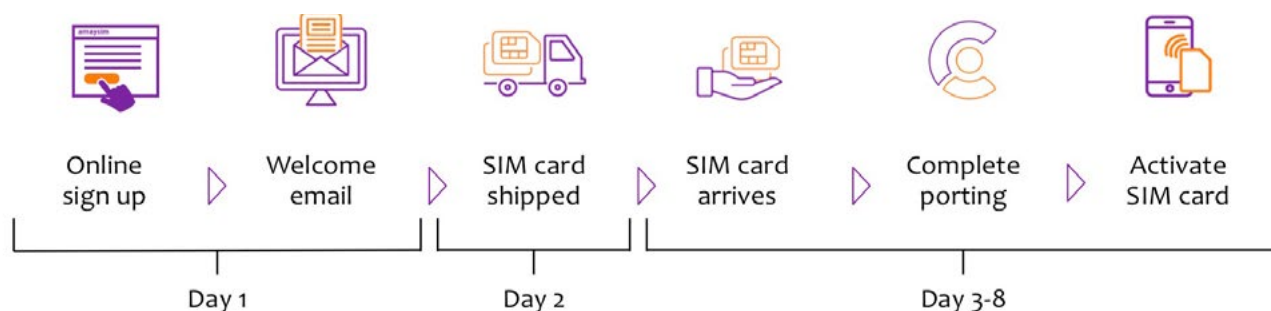
## 5. Does amaysim provide handsets?

No. amaysim mobile is 100% prepaid and SIM-only.

## Sign Up

## 6. How can I sign up to an ACN amaysim SIM plan?

Please note the ACN amaysim sign up process below – this infographic shows a typical sign up period and customer experiences may vary.



You can sign up via your IBO's Personal Website (recommended) or via ACN's amaysim page. If you choose to sign up via [ACN's amaysim page](#), please remember to enter your IBO's Business ID.

You will then be redirected to amaysim's website where you can choose your UNLIMITED plan to begin the sign up process and get a free SIM card delivered to you. You will have the option to keep your existing mobile number or get your new amaysim number.

You can pay for your order with a credit/debit card or PayPal. If you choose to pay with PayPal, you will need to verify your identity through [My amaysim](#) before your SIM card can be activated.

Please note, when you place an order, amaysim will perform a \$1 pre-authorisation check to verify that your credit card details have been entered correctly. This will appear as a pending transaction on your bank account. This is not a charge and the \$1 will be released to your bank account within 10 days.

## 7. How long will it take for my SIM card to arrive?

Delivery for your SIM card is free and will be sent via standard delivery Australia-wide.

Your SIM card should typically arrive within 3 business days within metro areas. Delivery of SIM cards to NT, SA and WA may take up to 7 business days to arrive.

However, due to the ongoing impacts of COVID-19, please allow more time to receive your SIM card.

## 8. How do I transfer my number to amaysim from another provider?

Once you have received your SIM card, simply log in to [My amaysim](#) with your amaysim number and password and click Start Number Transfer to begin the transfer process.

You will need to enter a six-digit code which will be sent to your number via SMS to authorise the transfer.

You can continue to use your existing provider's SIM card during the transfer so it is important that you do not cancel your existing service until the transfer has been completed. Once your old SIM card stops working, you can put your new SIM card into your device and it will be ready to use.

## 9. How long will it take to transfer my number to amaysim?

Most transfers will take up to a few hours, sometimes in just a few minutes. Transfers from Telstra and Vodafone are usually the fastest, however transfers from Optus (or another mobile service provider using the Optus network) can take up to 3 business days.

For more information on activating a new SIM card and initiating a port, go to [www.amaysim.com.au/go](http://www.amaysim.com.au/go).

## 10. When is the best time to transfer my existing mobile number to amaysim?

Due to the global effects of COVID-19, Standard Operating Procedures (SOPs) such as number transfer and SIM activation have been affected. To ensure that you can get the help you need, it is recommended that you activate and/or port your mobile number during amaysim's Support Team hours:

<b>Mon - Fri</b>	8am - 6pm AEST/AEDT
<b>Sat - Sun</b>	10am - 5:30pm AEST/AEDT
<b>Public holidays</b>	10am - 6pm AEST/AEDT

If your number transfer has been unsuccessful or you are unable to make or receive calls and SMS, or use your mobile data after successfully transferring your number to amaysim, please get in touch with amaysim's Support Team via [live chat or email](#) during their hours.

## 11. What are some important things to consider before transferring my number to amaysim?

- The number you are transferring will need to be listed under your own name and personal details.
- You can only transfer a number if your service is active, so don't cancel your service with your current provider until the number transfer has been completed.

- If your contract with your current provider hasn't ended, you will need to contact them to determine if any cancellation fees may apply.
- If your handset is locked to your current provider's network, you will need to ask your provider about getting it unlocked (you might incur a charge for this).

## 12. What is auto-renew and how does it work?

Auto-renew is when your amaysim mobile plan automatically recharges at the end of your plan's expiry period. It is a hassle-free way to enjoy your amaysim mobile plan without any interruptions.

Auto-renew is switched ON by default which means you will need to manually switch the auto-renew off if you do not want to recharge your plan. This can be done through the amaysim app or [My amaysim](#).

## 13. What do I need to join amaysim?

- An unlocked mobile device
- An Australian address
- A valid email address
- A valid form of ID such as the following;
  - Debit or credit card issued in your name by an Australia Banking Institution (recommended)
  - Drivers Licence issued in an Australian State or Territory
  - Medicare Card
  - Australian Passport or
  - International passport with valid Australian visa.

## 14. I have had issues verifying my ID. What should I do?

If at first your ID could not be verified, you will be sent an email with the steps required to re-verify your ID. There will be contact details listed in this email should you require further assistance with the verification process.

## Activating a SIM

### 15. How do I activate my new amaysim SIM card?

Head to the [activation page](#) and enter your SIM number to complete your activation. The mobile plan you have chosen will not kick in until after the activation process is complete.

If you have purchased your SIM card online via standard delivery, your SIM card will be active and ready to use right away.

### 16. How long will the activation take?

Your SIM card should be ready to use within 4 hours of activation. In most cases, you will be connected instantly and you can simply insert the SIM card into your device.

## General FAQs

### 17. What is amaysim's network and coverage like?

All amaysim mobile plans are powered by the Optus 4G Plus Mobile Network which covers 98.5% of the Australian population. To access 4G signal, you will need to be using a 4G enabled device and be in a 4G coverage area. Otherwise, your device will select the strongest available signal in the area which will be 3G.

To check your coverage, enter your address into amaysim's handy [coverage checker](#).

## 18. How can I manage my amaysim SIM plan?

You can check your balance, top up and manage your settings on-the-go on the amaysim app or via [My amaysim](#).

## 19. What happens if my data runs out?

If you run out of data on your UNLIMITED plan (excluding UNLIMITED 1GB and UNLIMITED 5GB), you will be automatically switched to amaysim's casual data rate of 7.2c/MB, only if you have additional credit in your account.

It is recommended that you add a data top-up (1GB/\$10) if you run out of data. The data top-up will be added to your plan's pool of data and will expire at the same time as your UNLIMITED plan.

Please note, data top-ups are measured in kilobytes and includes uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is \$0.0098.

## 20. How do I top-up my data?

You can top-up your data at any point throughout your plan's 28-day period by:

- Text TOP1GB from your amaysim mobile number to 568 (if you have linked a payment method to your account)
- Log in to your amaysim app and select your data top-up, or
- Head to Manage plan in [My amaysim](#) and select your data top-up.

## 21. What happens if my payment is declined?

Firstly, check that you have enough funds in the payment method linked to your account. You can update your payment details on [My amaysim](#).

When a payment has been declined, you will automatically be switched to amaysim's basic AS YOU GO plan. From here, you will need to re-add your UNLIMITED plan via the amaysim app or [My amaysim](#).

## 22. What happens to my unused data?

Any unused data at the end of the 28-day period does not roll over to your next billing cycle.

## 23. Will I receive notifications on my usage?

You will receive a combination of emails and SMS' informing you that you have reached 50%, 85%, and 100% of your data allowance. Please note, only one notification will be sent to you based on whichever threshold occurs first.

## 24. What happens if I want to change my plan?

You can change plans at any point during the 28-day period via the amaysim app, [My amaysim](#) or by texting the [shortcut](#) of the plan you want to 568.

There are no fees involved with plan changes.

## 25. What is personal hotspot (tethering)?

A personal hotspot means sharing the internet connection from your smartphone with other WiFi capable devices such as laptops or tablets that are nearby. This is sometimes referred to as 'tethering'.

You can tether and use your mobile device as a personal hotspot with the included data in any of our [amaysim mobile plans](#) - if you are on [AS YOU GO](#), you will be charged for data at 7.2c/MB.

## 26. What is the maximum number of services that I can add to my account?

The recommended maximum number of services per account is 5.

## 27. Does amaysim offer 3-way calling?

Unfortunately, amaysim does not currently offer conference calling to customers. amaysim is currently investigating the potential availability of this feature.