

Critical Information Summary

USA SIM Card

Information About The Service

Description of the Service The ekit USA SIM Card is a mobile pre-paid service for use in the USA with extended coverage in Australia and 220 countries.

Is the International Service bundled with any other Telcommunications Service or Goods? No, you bring your own mobile, tablet or laptop.

What's Included Inclusions depend on the plan selected. Each plan includes international credit for use in Australia and over 220 countries. The following rates apply in Australia:

- US\$0.35/min standard calls
- No connection fee
- US\$0.35/standard SMS
- US\$0.15/MB data
- 14 or 30 day expiry based on plan selected
- All Australia-wide

T&Cs & Fair Go policy applies.
Calls are free from Australia to ekit service numbers (181, 187, 654).
For a full list of rates go to:
www.ekit.com/ekit/MobileInfo/Service/ekus_silver

Minimum Term 14 or 30 days based on plan selected.

This is a pre-paid service. You may stop using the service at any time. However, any credit amount on the SIM card at the time you stop using the service will not be refunded

Information About Pricing

Total Minimum monthly Plan Cost US\$29 on a 14 day Starter Plan or US\$49 on a monthly Unlimited Plan.

Total Maximum monthly Plan Cost US\$69 on the Unlimited Plus Plan.

Cost of 2 Minute Standard National Call	US\$0.70/2min
Cost of Standard National SMS	US\$0.35/SMS
Cost of 1MB of Data in Australia	US\$0.15/MB

Other Information

Using Your Service Overseas	The ekit USA service operates in 220 countries so that you can stay in touch with family & friends while overseas. You can check the rates for each country by visiting: www.ekit.com/ekit/MobileInfo/Service/ekus_silver
Spend Management Tools	To check your balance or to view your bills or usage, login to www.rechargeminutes.com
Help and Support	If you require assistance, email your question to help@rechargeminutes.com , or visit www.rechargeminutes.com and click on "Contact Us". The Telecommunications Industry Ombudsman is contactable at www.tio.com.au/about-us/contact-us , by telephone on 1800-062-058, by facsimile on 1800-630-614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

For full terms & conditions, please visit www.ekit.com/terms

To make a complaint and access ekit's internal dispute resolution process, you can contact ekit by:

Email: shout@ekit.com
Address: ekit.com Inc
c/o ekit.com Pty Ltd
Level 3, 100 Dorcas Street
South Melbourne VIC 3205

Hours of Operation: 24 hours a day, 7 days a week.

You can also contact ekit using the details provided at: www.ekit.com/ekit/CustomerService