



Critical Information Summary – First Class Roaming Pack

Information About the Service

Description:	First Class Roaming Pack: 5 day plan with inclusions and exclusions described in this Critical Information Summary.
Are there any mandatory components and is the First Class Data Pack bundled with any other Telecommunications Services?	In order to use the service, you must first purchase a Lebara SIM Card. You bring your own mobile, tablet or laptop.
Minimum Term:	The First Class Roaming Pack enables you to use the service for 5 days.
What's included?	The following are services are included: <ul style="list-style-type: none"> • 90 minutes of standard outgoing and incoming voice calls (charged in 1 minute blocks) • 200 units of SMS/MMS • 2048 MB of included data (charged in 1 kB blocks) Personal use only and Fair Use Policy apply. Unused call minutes, SMS/MMS units or data expire on the pack expiry date.
What's not included	All services not listed above. The first Class Roaming Pack cannot be used for calls, SMS/MMS or data services originating from Australia.
Countries where the service can be used:	Albania, Austria, Belgium, Bulgaria, Canada, China, Cyprus, Czech Republic, Denmark, Fiji, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Jersey, Lithuania, Luxembourg, Macau, Malaysia, Malta, Montenegro, Netherlands, New Zealand, Norway, Papua New Guinea, Poland, Portugal, Romania, Samoa, Serbia, Singapore, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Tonga, Turkey, U.K., U.S.A., Vanuatu

Information About Pricing

Minimum monthly charge:	The minimum charge is \$50 for one First Class Roaming pack which lasts 5 days. You may purchase additional packs as required. All fees must be paid up front at the time of recharge of the service.
Early termination charge:	There is no fee for cancellation. However, if you terminate the plan prior to the plan expiration, any remaining credit will not be refunded.
Cost of a 2 minute standard voice call from a selected country:	\$1.11 (you could make 45 standard 2 minute calls using the roaming pack)
Cost of a standard TXT from selected countries:	\$0.25
Cost of data usage in selected countries:	\$0.03/MB
Rates that apply when the inclusions in your First Class Roaming Pack are used up:	If the First Class Roaming Pack expires and you have a Lebara plan that allows international roaming, the international roaming charges on that plan will apply. Please refer to the terms and conditions for your Lebara plan.

Other Information

Call and Data Usage	Information about your call and data usage can be viewed at the Lebara members area here: lebara.com.au/mylebara
International Roaming:	If the First Class Roaming Pack expires and you have a Lebara plan that allows international roaming, the international roaming charges on that plan will apply. Please refer to the terms and conditions for your Lebara plan.
Spend management tools:	You can check your balance, view your call history and view your recharge history in the members section of our website: lebara.com.au/mylebara
Help and Support:	You can find answers to our most frequently asked questions on our website: www.lebara.com.au/help . You can call us free on 126 122 from your Lebara phone or on 1300 126 122 from any other phone (standard call charges apply). Should you wish to access our complaint handling process, this can be found on our website lebara.com.au/complaints or by calling us on 1300 126 122 (standard call charges apply). The Telecommunications Industry Ombudsman is contactable at: www.tio.com.au/aboutus/contact-us , by phone on 1800 062 058, by Fax on 1800 630 614, by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.
Coverage	This service uses overseas networks of third parties. Quality and availability may vary depending on your location, your phone, network congestion and network coverage.

This is a summary only. Further terms and conditions regarding Lebara's services can be found at lebara.com.au/standard-terms-and-conditions.