

Critical Information Summary

Prepaid Roaming Add-on

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time. This information applies to recharges purchased by existing customers. Further terms apply visit www.lebara.com.au/standard-terms-and-conditions

Description of the service

This add-on is to be used for personal use only in conjunction with a Prepaid Mobile plan offered by Lebara using the Vodafone network, with inclusions and exclusions described in this Critical information Summary.

Activation

To use this add-on you must first purchase and activate a Lebara SIM card (\$2 unless included in a starter pack), if you don't already have one activated. You need to activate your SIM, using a valid ID, online at www.lebara.com.au/activation or via the Lebara app and have an activated Lebara SIM. You must bring your own approved 4G/5G device (mobile phone, tablet, or laptop). Make sure your device is internet capable and isn't locked to other networks.

What's included

	Economy Class Add-on \$15	First Class Add-on \$50
Price per period <i>(minimum charge)</i>	\$15	\$50
Expiry period (days)	2 days from activation	5 days from activation
Bundling	You must have purchased and activated an initial Lebara plan to use this add-on or have a main balance. To see available plans head to www.lebara.com.au/prepaid-plans	
Included data	500MB	2GB
	Deducted in 1KB increments	
Talk (minutes)	15	90
	Deducted in 1 min blocks	
SMS / MMS	50	200
Countries where the service can be used "Allowed Countries"	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	
	Countries may change from time to time, for a full list of countries please visit www.lebara.com.au/prepaid-plans/international-roaming	
Rates applicable to your add-on inclusions	Call: \$1/ mn SMS/MMS: \$0.30/each Data usage: \$0.030/MB	Call: \$0.56 / mn SMS/MMS: \$0.25/each Data usage: \$0.024/MB
Rates applicable when the add-on inclusions are used up	If you have used up all add-on inclusion 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. Be aware that charges for international roaming can mount up. The costs and rates related to the use of international roaming listed below will be deducted from your main balance:	
	Service	Charge
	Voice Calls, Call forwarding, Mobile Terminating Call Received	\$1/min
	Standard SMS to Australia or Other Destination, Delivery Report	\$1/SMS
	SMS to Self Care (126172), Customer Care (126122)	Free
	MO MMS to Australia or to other destination	\$1/MMS
	Normal Data, MMS Data	\$1/MB
	Incoming Text Messages	Free
Early termination charge	You can cancel whenever you want. There is no fee for cancellation. However, if you terminate the prior to the add-on expiration, the add-on price and any remaining credit will not be refunded.	

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What's not included

All services not listed above. The add-on cannot be used for calls, SMS/MMS or data services originating from Australia. Premium SMS, voice call diverts, satellite numbers, video calls, premium rated numbers and call forwarding or any other special number as determined by Lebara and disclosed on the website from time to time.

Automatic Recharge

Is not available on this service.

Service expiry

If your add-on expires and you do not have an active plan that includes roaming or do not purchase another roaming add-on or plan, you will lose access to roaming. If you do not recharge within 80 days of plan/add-on expiry, you will require a new SIM card to use the Service, and you may lose your mobile number and account with us.

Information about pricing

Minimum charge

Minimum charge is the Add-on's price plus a plan's price. A one-off charge of \$2 may be payable for the Lebara SIM Card (unless included in a starter pack), in which case the total charge is the price of the recharge Add-On pack+ plan's price (if you don't have one already) + \$2 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you purchased a pre-loaded card).

All fees must be paid up front at the time of recharge or activation of the service, except for the SIM card fees which are payable at the time of ordering the SIM card.

Mobile Calls and Data usage

Call minutes are calculated in 60 seconds increments. Data is counted in kilobytes and includes uploads and downloads.

Other information

Spend management tools

You can keep track of your call and data usage, recharge history and make changes to your account through My Lebara. You can access My Lebara by downloading the app or online www.lebara.com.au/mylebara .

Tracking your usage overseas

You can check your Roaming usage via MyLebara (web or app) or call Care from your Lebara phone on +61 28622 6500. Calls are charged at your service provider rate.

Coverage

The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capability, network congestion, network coverage or if you are roaming. For more info head to www.lebara.com.au/network-coverage

Fair Use Policy

Our plans and add-ons are subject to the Lebara Fair Use Policy which ensures that the service is not used in a manner we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use this plan you must agree to the Fair Use Policy.

Help & Support

Visit our online support page www.lebara.com.au/support or call free from your Lebara SIM, in Australia, on 126 122 or 1300 126 122 from any other phone (standard call charges apply). You can access our complaints handling process by calling the above numbers, via online chat on www.lebara.com.au or by emailing care@lebara.com.au. If, after speaking with us, you aren't happy with the outcome you may contact the Telecommunications Ombudsman on 1800 062 058, or visit www.tio.com.au