



Opel Mobile Pre-Paid SIM

Critical Information Summary

When you're signing up to an Opel Mobile PrePaid SIM plan, it's important to know the detail. Below is a summary of the essential information about your plan.

What is the Service?	SIM Only PrePaid mobile plans				Data Top Up	Call & Message Add On	Call & Message Add On
Opel Mobile Plans	\$12* Opel Mobile PrePaid Plan	\$25 Opel Mobile PrePaid Plan	\$35 Opel Mobile PrePaid Plan	\$45 Opel Mobile PrePaid Plan	\$12 Opel Mobile Data Top up for existing customers	\$5 Opel Mobile Call & Message Add on for existing customers	\$10 Opel Mobile Call & Message Add on for existing customers
Minimum Term	28 Days	28 Days	28 Days	28 Days	In Line with plan	365 Days	365 Days
Minimum and Maximum 28-day charge	\$12	\$25	\$35	\$45	\$12	\$5	\$10
Early Termination Fee	No early termination fees for any cancellation of service - Please note though remaining credit on a plan is not refundable.						
Included Data	1GB	5GB	25GB	40GB	1GB	N/A	N/A
National Call and SMS	Unlimited	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A
International Calls and SMS	N/A	N/A	Unlimited to 10 Destinations*	Unlimited to 10 Destinations*	N/A	N/A	N/A
VAS (Value Added Service)	\$1	\$2	\$3	\$4	N/A	\$5	\$10

International call Destinations*

Unlimited call destinations are: Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA.

Where can I use my service?

Provided you've got a 4G-compatible device, you'll receive access to our national 4G or 3G coverage – refer the Opel Mobile Coverage map. Mobile coverage depends on several factors such as your device, location, surrounding landscape as well as the building you may be using your device from.

Devices

To use the Opel Mobile Pre-Paid service, you will need to bring your own compatible mobile device which supports 3G 850MHz and, for access to the 4G service, both 4G 1800MHz and 4G 700MHz bands.

Can I use my service overseas?

No, your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas, or to access mobile data while overseas. We don't currently offer any international roaming options.

National Calls and SMS

Unlimited calls and SMS across Australia including 13/1300, 18/1800 Numbers.

VAS (Value Added Service)

Inclusions in your Opel Mobile SIM Plan for a service such as Voice mail (0.12c - 60 Seconds) *

(*We recommend that customers wanting to use Voicemail look at either our \$25, \$35 or \$45 Sim Pack or adding a \$5 or \$10 Call & Message Add on pack to an existing plan)

How much will I pay upfront for a new service?

There is no charge to order a SIM online. We will send it for free to an address in Australia. When you activate your service, you'll need to pay the first month's charge for your plan, plus the cost of the international call and text add-on if selected.

What happens if I exceed my data allowance?

You can purchase additional data at any time, please refer to our Data Top up plan as detailed in the above table. Please note - we do not apply data top-ups automatically.

Call & Message Add on

You can purchase an additional Call & Message Add on for any existing SIM Plan, please refer to the above table for details. Please note - we do not apply a Call & Message Add on automatically.

*Opel Mobile Safety Pendant – Suggested Plan

The \$12 Prepaid plan is an ideal companion for the Opel Mobile Safety Pendant as the device uses minimal data in its normal operation. We do not recommend this plan for those with a Smart Phone.

When will I be billed?

Following your initial payment on sign-up, you'll be billed for subsequent charges in advance every 28 days. We'll notify you of your payment day after you sign-up, and you can see it at any time your account on our website.

How do I pay?

You'll need to pay any charges via recurring payment from a Visa or MasterCard.

How do I cancel my service?

You can cancel your service without any further monthly payments by submitting a support request through our website a minimum of 24 hours before the start of the next monthly payment cycle. If you cancel your service, we won't refund any fees that you've already paid to us, and your service will stop working within an hour of your request being actioned.

Acceptable use policy

You must use your service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable use policy. It's for personal use only and must not be resold in any form.

Contact Us

You can contact us regarding any concerns, questions or complaints relating to your Opel Mobile Pre-Paid SIM.

Phone 1300 102 154*

Email help@opelmobile.com.au

Postal PO Box 994 Spit Junction NSW 2088

*Phone Contact Hours; 9.00am to 5.00pm AEDT

Email / Postal – Accessible all Hours – Processed during business hours