

Critical Information Summary

Europe SIM Card

Information About The Service

Description of the Service The ekit Europe service is a mobile plan in which you simply pay for what you use. You need to purchase and activate your ekit SIM card.

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

What's Included With the ekit Europe SIM you simply pay for what you use. The following rates apply:

- US\$0.59/min standard calls
- US\$0.59/standard SMS
- US\$0.59/MB data
- 90 day credit expiry
- All Australia-wide

T&Cs & Fair Go policy applies.
Calls to ekit service numbers (181, 187, 154) are free.
For a full list of rates go to:

www.ekit.com/ekit/MobileInfo/Service/ekeuro_peri

Minimum Term No minimum term. Prepaid credit expiry is 90 days.

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 There is no minimum monthly plan cost. With the ekit Europe SIM you only pay for what you use.

Total Maximum monthly Plan Cost There is no maximum monthly plan cost. With the ekit Europe SIM you only pay for what you use.

Cost of 2 Minute Standard National Call	US\$1.18/2min
Cost of Standard National SMS	US\$0.59/SMS
Cost of 1MB of Data in Australia	US\$0.59/MB

Other Information

Using Your Service Overseas	ekit Europe service operates in over 35 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/ekeuro_peri
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 dial 154 from your ekit service, or call 1800-795-252 from any other phone in Australia (standard call charges apply). 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:

Telephone: 1-800-094-747
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