



Useful Information

for

ekit.com Inc

www.ekit.com

Product Description

ekit is a pre-paid SIM carrier service. There is no contract as consumers “pay as they go”. Users have the option to use their own mobile phone or they can purchase a mobile phone supplied by ekit.

Manufacturer

N/A

Technical information

Technical information for phones can be accessed at <http://www.ekit.com/ekit/MobilePurchase/Handsets> and selecting Australia as the shipping option.

Warranties

ekit provides a 6 month warranty on its mobile phones and SIM cards. Warranty information is available at <http://www.ekit.com/ekit/MobileInfo/TermsUse> under Return/Refund Policy.

Our products come with guarantees that cannot be excluded under Schedule 2 of the Competition and Consumer Act 2010 (Cth) (the Australian Consumer Law). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ekit's customer information for product description, manufacturer, technical information and warranty is available at: <http://www.ekit.com/ekit/MobileInfo/TermsUse>

Billing and payments

ekit is a pre-paid international roaming mobile phone service provider which allows you to make domestic & international calls, SMS, MMS and Data from your mobile handset. You pre-pay the mobile minutes by purchasing a SIM-only or SIM with credit or a Phone and SIM package, physically from partner stores or via online website. The recharge credit amounts available are \$20, \$30, \$50, \$100, \$150 and \$200. The mobile recharge minutes can be easily and instantly recharged if required via the online service at <http://www.ekit.com>.

ekit International Roaming Service use a real-time billing system in charging customers. This means that there is no delay of unbilled usage information.

ekit's customer information for billing and payments is available at: <http://www.ekit.com/ekit/MobileInfo/TermsUse>

Usage

When you use our service; credit value will be deducted based on your SIM product. You can simply log on to your account and check your current credit balance by accessing your account on our website. Details of call, SMS and data usage information will also be available on our website or by calling Customer Service.

ekit customers can obtain information on pricing and usage from:

<http://www.ekit.com/ekit/MobilePurchase/Sims>

They can also view usage information on their account by signing in at:

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<https://www.ekit.com/ekit/Signin/>

Spend Management Tools

eKit provides a pre-paid SIM carrier service. There is no contract as consumers “pay as they go”.

ekit customers can obtain information on pricing and usage by choosing their relevant product from: <http://www.ekit.com/ekit/MobilePurchase/Sims>.

They can also view usage information on their account by signing in at:

<https://www.ekit.com/ekit/Signin/>.

ekit International Roaming Service use a real-time billing system in charging customers. This means that there is no delay in unbilled usage information.

There is no additional charge for the use of these tools.

Spend Management Tools for Customers without internet access

Customers without internet access can obtain relevant spend and usage information by contacting Customer Service on 1-800-094-747.

Post-sales support

ekit customers can obtain information about post-sales support:

- By contacting Customer service on **1-800-094-747**
- By sending an email to **shout@ekit.com**

For more information regarding ekit customer service:

<https://www.ekit.com/ekit/CustomerService>

Mobile coverage

ekit's International Mobile Roaming service uses the Telstra and Vodafone services. Customers are able to check their mobile coverage at:

Telstra:

<http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/>

Vodafone:

<http://www.vodafone.com.au/aboutvodafone/network/checker>

International Roaming

ekit is an international roaming service provider, designed for and targeted at travellers. International Roaming is enabled by default and ekit offers competitive roaming rates in 190 countries. The service is designed to avoid bill shock experienced by users roaming on their local telecommunication service provider.

ekit's international roaming rates are easily accessible at each product page on:

<http://www.ekit.com/ekit/MobilePurchase/Sims>

Further information also available by accessing Critical Information Summaries as detailed at

<http://www.ekit.com/ekit/Policies/Compliance>

Resellers

ekit uses Telstra and Vodafone as the networks to provide the services to customers. ekit aims to provide customers with continuous, interruption-free or fault-free Services. As soon as customers are aware of any issues with the services, customers are advised to contact our Customer Service. ekit is not affiliated or related to Telstra or Vodafone.

ekit relies on the service of our network providers to deliver telecommunication services to customers (<http://www.ekit.com/ekit/MobileInfo/TermsUse>)

Consumers with Disabilities

ekit does not offer products that specifically suit the needs of people with disabilities as our Mobile services are primarily pre-paid carrier services that allows you to make domestic & international calls, SMS, MMS and Data.

Customers with hearing/speech impairment or a nominated person, should contact the **National Relay Service** on **1300 555 727**. The National Relay Service will be able to assist customer to make a call. The National Relay Service website: <http://www.relayservice.gov.au/>



ekit Customer Service is proficient in 7 languages which include French, German, Italian, Japanese, Portuguese, Spanish and English.

ekit.com is available in 6 languages which are English, German, Spanish, French, Italian and Portuguese.

Customer contracts

ekit offers a prepaid only service and does not have a Standard Form Customer Contract. Terms of Use can be accessed from:

<http://www.ekit.com/ekit/MobileInfo/TermsUse>

Customer Service

ekit customers can contact Customer Service who are available **24 hours a day, 7 days a week**:

Tel: 1-800-094-747

Email: shout@ekit.com

By dialling **154** from their ekit SIM

By post to:

ekit.com Inc
c/o ekit.com Pty Ltd
Level 3, 100 Dorcas Street
South Melbourne
Victoria 3205 Australia

Information on how to contact ekit is available at:

<https://www.ekit.com/ekit/CustomerService>

Authorised Representatives and Advocates

If you wish, you can appoint a person to interact with us on your behalf. An advocate is someone who you appoint to interact with us, but who does not have authority to change your account settings or details. An authorised representative is a person who you authorise to operate your account and make changes as if they were you.

To appoint either an advocate or an authorised representative, please contact customer service. Contact details for Customer Service is available at:

<http://www.ekit.com/ekit/CustomerService>