

# Critical Information Summary

# USA SIM Card

## Information About The Service

**Description of the Service** The ekit USA SIM Card is a mobile pre-paid service for use in the USA with extended coverage in Australia and 220 countries.

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

**What's Included** Inclusions depend on the plan selected. Each plan includes international credit for use in Australia and over 220 countries. The following rates apply in Australia:

- US\$0.35/min standard calls
- No connection fee
- US\$0.35/standard SMS
- US\$0.15/MB data
- 14 or 30 day expiry based on plan selected
- All Australia-wide

T&Cs & Fair Go policy applies.  
Calls are free from Australia to ekit service numbers (181, 187, 654).  
For a full list of rates go to:  
[www.ekit.com/ekit/MobileInfo/Service/ekus\\_silver](http://www.ekit.com/ekit/MobileInfo/Service/ekus_silver)

**Minimum Term** 14 or 30 days based on plan selected.

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** US\$29 on the Starter Plan.

**Total Maximum monthly Plan Cost** US\$69 on the Unlimited Plus Plan.

Cost of 2 Minute Standard National Call	US\$0.70/2min
Cost of Standard National SMS	US\$0.35/SMS
Cost of 1MB of Data in Australia	US\$0.15/MB

## Other Information

Using Your Service Overseas	The ekit USA service operates in 220 countries so that you can stay in touch with family & friends while overseas. You can check the rates for each country by visiting: <a href="http://www.ekit.com/ekit/MobileInfo/Service/ekus_silver">www.ekit.com/ekit/MobileInfo/Service/ekus_silver</a>
Spend Management Tools	To check your balance or to view your bills or usage, login to <a href="http://www.rechargeminutes.com">www.rechargeminutes.com</a>
Help and Support	If you require assistance, email your question to <a href="mailto:help@rechargeminutes.com">help@rechargeminutes.com</a> , or visit <a href="http://www.rechargeminutes.com">www.rechargeminutes.com</a> and click on "Contact Us".  The Telecommunications Industry Ombudsman is contactable at <a href="http://www.tio.com.au/about-us/contact-us">www.tio.com.au/about-us/contact-us</a> , 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](http://www.ekit.com/terms)

To make a complaint and access ekit's internal dispute resolution process, you can contact ekit by:

Email: [shout@ekit.com](mailto: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](http://www.ekit.com/ekit/CustomerService)