

Critical Information Summary | Catch Connect Prepaid Mobile

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time.

Information about the Service

Applies to services purchased by new customers and recharges purchased by existing customers from: 11am AEST, 3 Jul 2024.

Service Description: This service is a Prepaid mobile service, offered by Catch Connect using the Optus network. Catch Connect Prepaid Mobile plans have different inclusions depending on the amount you choose to recharge. Catch Connect Prepaid Mobile plans include the following standard plan inclusions for use within Australia:

Catch Connect Prepaid Mobile	\$20	\$25	\$30	\$40	\$40	\$150	\$200	\$300
Included minutes (Talk) to Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.	Unlimited							
Included standard national SMS/MMS (Text)	Unlimited							
Included data. Charged per KB. Unused plan inclusion data does <u>not</u> rollover even if you recharge before expiry.	15GB	30GB	45GB	60GB	20GB	120GB	200GB	360GB
Expiry	28 days	28 days	28 days	28 days	90 days	365 days	365 days	365 days

Exclusions: International roaming, SMS/MMS to overseas numbers, directory assistance and SMS to premium numbers are not included with your plan but can be purchased using different Extras packs. You cannot make calls to premium numbers using our services. International calls are excluded from all Catch Connect Prepaid Mobile plans listed in this Critical Information Summary but can be purchased using different Extras packs.

Extras: Catch Connect Prepaid Mobile plans offer Data Extras, International Extras Catch Extras and Roaming Pay As You Go Credit. Extras packs have their own expiry dates.

Data Extras	\$10	\$15	International Extras	\$5	\$10
Data Extras can be used for data in Australia. Charged per KB. Unused Data Extras credit can be rolled over, up to a maximum of 20GB, if you add additional Data Extras to your service before the expiry of your current Data Extras pack. Data Extras are used before any data included in your plan.	1GB	2GB	International Extras can be used in Australia for calls and SMS/MMS to standard international numbers in 32 selected destinations. Calls charged per minute. Excludes premium/special/satellite /overseas toll-free numbers, roaming, video calls, and any calls and SMS/MMS to non-included destinations. Unused International Extras can be rolled over, up to a maximum of 500 minutes, if you add additional International Extras to your service before the expiry of your current International Extras pack.	100 standard international minutes Unlimited standard international SMS/MMS	300 standard international minutes Unlimited standard international SMS/MMS
Expiry	30 days	30 days	Expiry	30 days	30 days

International Extras: 32 selected destinations are: Austria, Bangladesh, Cambodia, Canada, Chile, mainland China, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, the United States of America and Vietnam. Calls to other international destinations can be made by purchasing Catch Extras credit, at the rates described at catchconnect.com.au/pricing.

Roaming Pay As You Go Credit	
Included value: \$25 Credit to selected countries and networks. Unused Roaming Pay As You Go credit can be rolled over, up to a maximum of \$500, if you add additional Roaming Pay As You Go Credit to your service before the expiry of your current Roaming Pay As You Go Credit. For use overseas. Check out catchconnect.com.au/roaming	\$25
Expiry	30 days



Catch Extras	
Catch Extras credit can be used for standard international calls and SMS/MMS and selected premium services. Calls charged per minute. Excludes standard national calls/SMS/MMS and domestic data, roaming, video calls, premium calls, overseas premium and overseas toll-free services. Catch Extras credit does not roll over and cannot be used on Data only plans.	\$15 recharge
Expiry	14 days
Catch Extras Rates	
Standard international SMS	25c per 160 characters
Standard international MMS	75c per MMS
Standard international calls	Varies. See Appendix J
Premium SMS	Varies per service provider

Premium SMS: From 08/12/2020 new customers will have a \$20 spend limit apply every 30 days. You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, contact the Catch Connect Customer Care Team.

Mandatory Goods

You need to supply your own mobile phone to access this service with the SIM card we will provide you. To access data using this service, your phone will need to be internet capable. Make sure that your device isn't locked to other networks.

Coverage

Coverage availability will vary depending on your device compatibility and location. Please refer to the catchconnect.com.au/coverage-map to check if your device can take full advantage of the Optus network.

Activation

To use this service you need to purchase and activate a Catch Connect Prepaid SIM. You need to activate your SIM within 30 days of purchase or by the date advertised in a promotion (whichever is earlier) in order to take advantage of the inclusions in any advertised plans.

Fair Go Policy

Our Fair Go Policy applies to this service. The Fair Go Policy ensures that all customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of these services. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. You can find the policy at optus.com.au/fairgo.

Cancellation Fees

There are no cancellation fees.

Data Usage

Data is counted in 1KB increments and includes uploads and

downloads. After you've used your included data, you will no longer be able to use your data service until you recharge again, unless you have an active Data Extras pack. Unused plan inclusion data will not rollover when you recharge before credit expiry.

Service Expiry

To make standard national calls and send standard national SMS and MMS, you need to have recharge available on your service. If your plan is not set to AutoRecharge and you do not recharge your plan, your SIM will remain active for 90 days after your last recharge expires. If you do not recharge again during that time, your SIM will be cancelled. You will require a new SIM card to use the service, and you may not be able to continue using your mobile number.

Recharging

You can recharge your account:

AutoRecharge: You can turn on AutoRecharge and manage your recharges by logging in to your Catch Connect account online at catchconnect.com.au/login or via the Catch Connect App.

AutoRecharge will automatically apply at 11.00pm AEST/ AEDT on the day of plan expiry.

Online: Manage your recharges manually by logging in to your Catch Connect account online at catchconnect.com.au/login

App: Download the Catch Connect app from Google Play or App store (data charges apply to download the app).

Plan Changes

You can swap to a different Catch Connect Prepaid plan at any time. When you swap, you will keep any unexpired Extras packs and unexpired Extras credit, but you will lose your existing plan inclusions and any other credit, minutes, SMS/MMS, data, bonuses or discounts.

Calls to 1800 Numbers

If you have zero active recharge, you will be able to make calls to 1800 numbers up until the time your plan recharge expires. Services that connect you to premium numbers may be charged to you or a third party.

Tracking Your Spend

You can track your account balance, and usage of your included data and any Extras, 24/7 through the online dashboard for your Catch Connect account, accessible at catchconnect.com.au/login or via the Catch Connect App. When you're in Australia or overseas with Roaming Pay As You Go Credit, we will send you alerts when you have used 50%, 85% and 100% of your included data. We will not send you alerts for usage of Extras (including Extras data packs) or any bonus data you may have received.

Customer Service

For assistance, you can refer to the help section on the website at catchconnect.com.au/help, or contact us via the webchat tool on catchconnect.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 222 825 or by emailing us at complaints@catchconnect.com.au. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058

