

Critical Information Summary

Prepaid International Calls Add-on



This summary does not reflect any additional discounts, bonus credit or promotions which may apply from time to time. This information applies to recharges purchased by existing customers. Further terms apply, visit www.lebara.com.au/about/terms-and-conditions

Description of the service

This add-on is to be used for personal use only in conjunction with a Prepaid Mobile plan offered by Lebara using the Vodafone network, with inclusions and exclusions described in this Critical information Summary.

Activation

To use this add-on you must first purchase and activate a Lebara SIM card (\$2 unless included in a starter pack) or eSIM, if you don't already have one activated. You need to activate your SIM, using a valid ID, online at www.lebara.com.au/activate or via the Lebara app and have an active Prepaid Mobile plan or a Main Balance. You must bring your own approved 4G/5G device (mobile phone, tablet, or laptop). Make sure your device is internet capable and isn't locked to other networks.

What's included :

International Calls Add-on					
Price per period (minimum charge)	\$5				
Expiry period (days)	30 days from activation date				
Credit (for international calls)	\$5				
Bundling	You must have purchased and activated an initial Lebara plan to use this add-on or have a main balance. To see available plans head to www.lebara.com.au/prepaid-plans				
Rates applicable to your add-on inclusions	<p>The add-on credit allows you to make international calls to landlines and mobiles from Australia.</p> <table border="1"> <thead> <tr> <th>Service in Australia</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>Calls to international landline/ mobile</td> <td>PAYG rates at www.lebara.com.au/prepaid-plans/rates</td> </tr> </tbody> </table>	Service in Australia	Rate	Calls to international landline/ mobile	PAYG rates at www.lebara.com.au/prepaid-plans/rates
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Rates applicable when the add-on inclusions are used	If your add-on expires and you have a Lebara plan that includes international calls, the charges on that plan will apply. Please refer to the terms and conditions for your Lebara plan. If your add-on has expired and you do not have a plan but have a main balance, rates will be deducted from your main balance. Visit www.lebara.com.au/prepaid-plans/rates Be aware that charges for international calls can mount up.				
Early termination charge	You can cancel whenever you want. There is no fee for cancellation. However, if you terminate the plan prior to the add-on expiration, the add-on price and any remaining credit will not be refunded.				

What's not included

- Any data, standard national & international SMS/MMS
- International roaming
- Calls made, SMS sent and data used when you are roaming onto an Australian network other than Vodafone Mobile Network
- Premium rate numbers
- International destinations using 0015 and 0019 numbers
- Any other special numbers as determined by Lebara which may be disclosed on the Website from time to time
- Diversions (International Numbers) set up manually on your phone
- Standard National calls to landline and mobiles
- Voice call divers
- Any voice call, SMS or MMS which is rerouted by a third party and/or rerouted to an international destination or to a premium number or service
- Any form of video calls in Australia or International; use of the Vodafone Network that is for a non-personal or commercial purpose or for resale by you; and
- Calls and SMS to the Pivotal Network and satellite numbers and machine-to-machine calls

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Add-on limitation

Limit of 16 concurrently active International Call add-ons. Call add-ons remain active until 30 day expiry date even if credit is used up,

Service expiry

If your add-on expires and you do not have an active plan that includes international calls, or do not purchase another International Calls add-on or plan or have a main balance, you will lose access to International Calls. If you do not recharge within 80 days of plan/add-on expiry, you will require a new SIM card to use the Service, and you may lose your mobile number and account with us.

Information about pricing

Minimum charge

Minimum charge is the Add-on's price plus the costs of the Prepaid Mobile plan. A one-off charge of \$2 may be payable for the Lebara SIM Card (unless included in a starter pack), in which case the total charge is the price of the Add-on + \$2 (the SIM charge is not applicable if you already own the Lebara SIM card you plan to use or you purchased a pre-loaded card).

All fees must be paid up front at the time of recharge or activation of the service, except for the SIM card fees which are payable at the time of ordering the SIM card.

International Calls

Call minutes are calculated in 60 seconds increments. Unused international call credits expire at the end of the Add-on term.

Automatic recharge

Is not available for this service.

Using your service overseas

If you are travelling overseas and want to use your Lebara phone, you will need to purchase another plan or add-on that includes international roaming or have a main balance. Please visit www.lebara.com.au for a range of roaming add-on and plans options.

Other information

Spend management tools

You can keep track of your calls, recharge history and make changes to your account through My Lebara. You can access My Lebara by downloading the app or online www.lebara.com.au/mylebara.

Coverage

The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capability, network congestion, network coverage or if you are roaming. For more info head to www.lebara.com.au/network-coverage.

Fair Use Policy

Our plans and add-ons are subject to the Lebara Fair Use Policy which ensures that the service is not used in a manner we consider 'unreasonable' or 'unacceptable' and describes what may occur if the Service is used in breach of the policy. To use this plan/add-on you must agree to the Fair Use Policy.

Help & Support

Visit our online support page www.lebara.com.au/support or call free from your Lebara SIM, on 126 122 or 1300 126 122 from any other phone (standard call charges apply). You can access our complaints handling process by calling the above numbers, via online chat on www.lebara.com.au or by emailing care@lebara.com.au. If, after speaking with us, you aren't happy with the outcome you may contact the Telecommunications Ombudsman on 1800 062 058, or visit www.tio.com.au.