

Catch Connect Prepaid Data Only – 30 Day Plans

Information About the Service

This service is a prepaid data only 30 day 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 30 Day Prepaid data only plans include the following standard plan inclusions for use within Australia:

| Prepaid - 30 Day Plans | \$30 Plan | \$40 Plan | \$60 Plan | \$70 Plan | \$90 Plan |
|---|-----------|-----------|-----------|-----------|-----------|
| Included data Charged per KB. Unused plan inclusion data does <u>not rollover</u> even if you recharge before expiry. | 10 GB | 30 GB | 60GB | 100GB | 150GB |
| Expiry | 30 days | | | | |

Extras

Catch Connect offers Data Extras and Catch Extras on 30 Day Prepaid data only plans. Extras packs have their own expiry dates, and you can still use them if your standard plan inclusions have expired.

| Data Extras | \$10 | \$15 |
|--|---------|---------|
| Included value 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. | 1 GB | 2 GB |
| Expiry | 30 days | 30 days |

| Catch Extras | |
|--|---|
| Included value Catch Extras credit can be used for data in Australia and international roaming data. Catch Extras credit can be rolled over, up to a maximum of \$500, if you add additional Catch Extras credit to your service before the expiry date of your current Catch Extras credit. All use outside Australia incurs international roaming charges. | \$5, \$10, \$20 and \$50 recharge options |
| Expiry | 30 days |
| Catch Extras Rates | |
| International Roaming data | Varies. See roaming pricing |
| Data in Australia | 10c per MB |

Any unexpired Catch Extras credit will be used for data in Australia after your Prepaid Plan standard data inclusions and any Data Extras packs have expired or been fully used up.

Mandatory goods

You need to supply your own internet-capable mobile device in order to access this service with the SIM card we will

provide you. Make sure that your device can take a SIM card and 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.

SIM card options

Your Catch Connect data only SIM can be used with devices that are compatible with standard, micro or nano SIMs. Please check your device for information on the correct SIM card size for your device.

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 in order to take advantage of the inclusions in any advertised plans.

Exclusions

Use of data outside Australia, and all data roaming, is not included with your plan. You can purchase Catch Extras if you want to use the service overseas with data roaming. Your service cannot be used to make or receive any calls (including video calls), SMS messages or MMS messages.

Special promotions and bonuses

This summary may not include special promotions or bonuses that may be associated with your plan or added by you.

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

Information About Pricing

Minimum charge payable

\$30.

Cancellation fees

There are no cancellation fees.

Data Usage

Data is counted in 1 KB 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 or Catch Extras credit. Unused plan inclusion data will not rollover when you recharge before credit expiry.



Service expiry

If your plan is not set to auto-recharge and you do not recharge your plan, your SIM will remain active for 186 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.

Automatic recharging

When you purchase your plan, it will be set by default to automatically recharge your account 30 days after you activated the plan or last manually recharged. You can turn off automatic recharging and manage your recharges by logging in to your Catch Connect account at catchconnect.com.au/login.

Plan changes

You can swap to a different Catch Connect Prepaid data only 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, data, bonuses or discounts.

Other Information**Tracking your spend**

You can track your account balance, and usage of your included data and any Extras, 24/7 through the dashboard for your Catch Connect account, accessible at catchconnect.com.au/login. When you're in Australia, 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, email us at catchsupport@catchconnect.com.au 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 catchsupport@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.