

Catch Connect Prepaid Mobile Broadband Plans

Information About the Service

This service is a prepaid mobile broadband 30-day service, offered by Catch Connect using the Optus network. Plans on this service have different data inclusions depending on the amount you choose to recharge.

These mobile broadband plans include the following data inclusions (for use within Australia):

Prepaid Data Only Mobile Broadband Plans	\$30 Plan	\$40 Plan
Included data Charged per KB. Unused included data does not rollover even if you recharge before expiry.	10 GB	30 GB
Expiry	30 days	30 days

Extras Extras packs have their own expiry dates, and you can still use them if your standard plan inclusions have expired. Extras details are as follows:

Data Extras	\$10	\$15
Included value: 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 date. Data Extras data is used before any data included in your plan. For use within Australia.	1 GB	2 GB
Expiry	30 days	30 days

Catch Extras

Included value: Your Catch Connect Mobile Broadband Service can use Catch Extras credit for international data roaming and for pay as you go data usage. 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.	\$5, \$10, \$20 and \$50 recharge options
Expiry	30 days
Catch Extras rates	
International Data Roaming	Varies; Refer to Catchconnect.com.au/pricing-roaming
Data (counted in 1KB increments)	\$0.10 per MB

Mandatory goods

You need to supply your own mobile internet-capable device in order to access this service with the SIM card we will provide you. Make sure that the 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 Mobile Broadband 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 your SIM. You need to activate your SIM within 30 days of purchase or by the date advertised on 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, but you can purchase Catch Extras if you want to use the service overseas with roaming. Your service cannot be used to make or receive any calls (including video calls) or MMS messages and will be unable to send SMS messages.

Special promotions and bolt-ons

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

Fair Go Policy

The Optus 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 service until you recharge again, unless you have an active Data Extras pack. Unused included data will not rollover when you recharge before credit expiry. The maximum data allowance which you can add with Data Extras packs at any time is 20 GB. You will forfeit any data you add through a Data Extras pack over this limit.



Service expiry

If your plan is not set to auto-recharge and you do not recharge your plan, your service will remain active for 186 days before expiring. If you do not recharge again during that time, your service will be cancelled; you may 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 after 30 days. You can turn off automatic recharging and manage your recharges online through your Catch Connect account.

Plan changes

You have the option to change your rate plan to another Catch Connect Mobile Broadband plan at any time. If you're moving to any other Catch Connect Mobile Broadband plan, you will keep any current active Data Extras balance, but lose any other data or bonuses.

Other Information**Tracking your spend**

You can track your account balance, and usage of your included data and any Data Extras pack, 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 Data Extras or Catch Extras pack 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 you can 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.

