

# 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: 11.00am AEST, 16 February 2021.

**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	\$9	\$15	\$29	\$60	\$120	\$150
New customers only offer	-	-	-	-	-	\$120 for first 365 days. Ongoing recharges \$150
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 rollover</u> even if you recharge before expiry.	4GB	18GB	20GB	60GB	60GB	120GB
Expiry	30 days	30 days	90 days	90 days	365 days	365 days

**New customers only offer. \$120 for first 365 days:** New customers only. Not available for existing Catch Connect customers. All data allowance is applied upfront after \$120 payment and activation. Ongoing recharges revert to standard price of \$150 or as otherwise advertised. Offer may be withdrawn at any time. **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 and Catch Extras. Extras packs have their own expiry dates, and you can still use them if your standard plan inclusions have expired.

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](http://catchconnect.com.au/pricing). If you do not want to purchase an International Extras pack, you can also use Catch Extras credit to call the 32 selected destinations listed above, at the rates described at [catchconnect.com.au/pricing](http://catchconnect.com.au/pricing).



Catch Extras	
Catch Extras credit can be used for standard international calls and SMS/MMS and selected premium services. Calls charged per minute. Excludes roaming, video calls, premium calls, overseas premium and overseas toll-free services. 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	
Standard national calls to 13/1300 numbers	29c per minute
Standard international SMS	25c per 160 characters
Standard international MMS	75c per MMS
Standard international calls	Varies. See <a href="#">Appendix J</a>
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.

If you have any Catch Extras balance remaining after your relevant Prepaid Plan standard inclusions and Data Extras or International Extras packs have expired or been fully used up, you will be charged the following rates for these usage types:

Calls to standard Australian mobiles and landlines and voicemail retrieval within Australia	12c per minute (no flag fall)
Calls to 13/1300 numbers	29c per minute
Standard national SMS	12c per 160 characters
Standard national MMS	49c per MMS
Data in Australia	10c per MB

#### Mandatory Goods

You need to supply your own mobile phone in order to access this service with the SIM card we will provide you. In order 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](http://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](http://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 or Catch Extras credit. 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 credit 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.

#### AutoRecharge

Catch Connect Prepaid Mobile plans are set by default to AutoRecharge upon activation. AutoRecharge will automatically apply at 11.00pm AEST/AEDT on the day of plan expiry. You can turn off AutoRecharge and manage your recharges by logging in to your Catch Connect account online at [catchconnect.com.au/login](http://catchconnect.com.au/login) or via the Catch Connect 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 credit 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](http://catchconnect.com.au/login) or via the Catch Connect App. 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](http://catchconnect.com.au/help), email us at [catchsupport@catchconnect.com.au](mailto:catchsupport@catchconnect.com.au) or contact us via the webchat tool on [catchconnect.com.au](http://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](mailto: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 05

