

ZenSim 20GB Subscription Mobile Plan

This Critical Information Summary (CIS) contains important information for your subscription plan.

Any special promotional offers relating to this plan will not appear in this CIS.

Inclusions	
Subscription period	One calendar month.
Monthly subscription charge	\$25/month.
Included data	20GB. (1GB is 1024MB)
Calls within Australia	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail.
Included texts within Australia	Unlimited standard national SMS to and from other Australian mobiles.
Included international calls	-
Network coverage	4G (Capped to 150Mbps). Please see https://zensim.com.au/coverage for more information.
Excess data	Once your data is used up, you will need to purchase additional data or change to a higher plan. See 'changing plan' below.
Data bank	Maximum of 500GB.
Minimum subscription period	One calendar month.
Early termination fee (ETC)	There is no ETC for this plan. On cancellation request, the service will continue to be used until the end of the current subscription period. Any unused allowance or credit will not be refunded.
Roaming	Roaming is not available without the additional purchase of a roaming pack. Please view available roaming packs here or via the ZenSim app.

Mobile device requirement

To use your ZenSim service, you will need an eSIM compatible mobile device. Before ordering, ensure your device is compatible. For more information, please visit our mobile FAQ page here – <https://zensim.com.au/faqs/>.

The ZenSim app

The ZenSim app is available for iOS and Android devices. You can find download links to the app on the ZenSim website [here](#).

The ZenSim app is required to use your ZenSim service. Your eSIM can only be installed from the ZenSim app.

Additional features of the ZenSim app include:

- Viewing and updating your contact information and notification settings.
- Viewing your services usage. We offer both up to date and historical usage data.
- Changing your subscription plan.
- Adding roaming or other additional packs.
- Replacing your eSIM.
- Viewing your Squad Savings credit. More information can be found [here](#).
- Viewing and paying your invoices.
- Viewing and updating your payment information.
- Cancelling your subscription.

Billing periods

ZenSim will bill your monthly subscription fee on activation of your service.

Your subscription will then continue to be billed on the same day of the month until you cancel your subscription.

Any additional charges, such as roaming packs, will be billed and charged immediately before they are added to your service.

Payment options

ZenSim offers the following payment options:

- Credit or debit card
- Apple Pay
- Google Pay

Using your ZenSim service overseas

Any subscription inclusions such as data and unlimited voice and text calls within Australia cannot be used when overseas.

To use your service overseas while travelling, you must purchase a roaming pack via the ZenSim app. More information can be found [here](#).

Data banking

A data bank is a ZenSim service that automatically stores any unused data from your subscription plan at the start of the next subscription period. Data bank data is used after your subscription data has been exhausted.

ZenSim will notify you of both your subscription plan data usage, and your data bank usage.

The maximum amount of data that can be stored in a data bank for this plan is 500GB.

Changing plans within the same plan series will not impact any existing data stored in your data bank.

Data banking is not available on ZenSim endless plans, and moving to a ZenSim endless plan remove any existing data stored in your data bank.

Changing plan

To change to a higher cost and higher data plan within the same series, you can do so at any time via the ZenSim app. You will be able to choose to change immediately or at the start of the next subscription period.

Changing immediately will give you the difference in data allowance and any additional inclusions between your current plan and the new plan, minus any allowance you have already used on your current plan.

Additionally, you will be charged the difference in price between the new plan, regardless of when in your subscription period you make the change.

For example, you are on the 10GB for \$20/mth plan, and wish to move to the 35GB for \$30/mth plan. You have already used 5GB, so once the change plan takes effect, you will have an additional 20GB of data to use until the next subscription period (35GB for the new plan – 5GB of data you have already used). You will also be charged \$10 for the difference in prices between the two plans.

You can request to change your plan on your next subscription period to any other available plan at any time during your current subscription period.

You are also able to cancel the request at any time before the next subscription period starts.

For example, if you are on the 35GB for \$30/mth plan, and wish to move to the 10GB for \$20/mth plan, you can request to change your plan on your next subscription period. If you cancel the request, you will not be charged any additional fees.

Changing from a ZenSim series of plans to any other ZenSim series of plans and vice-versa is only available in the following subscription period.

For example, changing from a ZenSim capped 10GB plan to a ZenSim Endless 50GB plan is only available in the following subscription period.

Cancelling your subscription

You can cancel your subscription at any time within the ZenSim app.

Your service can continue to be used until the end of the current subscription period once you place a cancellation request.

There is no fee to cancel, and you will not be charged any additional fees. However any outstanding invoices will need to be paid.

If you port your service without a cancellation request, you will not be charged any additional fees.

Any unused allowance or credit will not be refunded when your subscription is cancelled or ported away.

If you have a change of mind, you can remove the cancellation request at any time before the end of the current subscription period via the ZenSim app.

Services or features that are not included in your plan

- International calls and texts not included within the plan.
- International roaming without the purchase of an add-on.
- Premium SMS services and calls to 19 numbers (premium numbers).
- Social media SMS alerts
- Additional content like ringtones, wall-paper applications or any other service not listed in the inclusions.

Contact and complaint information

ZenSim provides the following contact and complaint methods;

- For general inquiries, please contact us via the ZenSim website <https://zensim.com.au/contact>
- For complaints, please contact us via the ZenSim complaints page <https://zensim.com.au/complaints/>

If you feel that we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit <https://www.tio.com.au/>