

Occom Mobile (Vodafone) SIM Only Plan

Occom Mobile (Vodafone) SIM Only Plan is a prepaid mobile service that allows you to make and receive calls, send and receive SMS/MMS, and access mobile data in Australia. You can request a new mobile number or transfer an existing Australian mobile number. A physical SIM or eSIM will be provided to you when you sign up.

1. Overview

Short-Term Plans									Long-Term Plans	
Limited Data Plans						Endless Data Plan				
Plan Name	Nano	Mini	Micro	Value	Super	Ultimate	Endless Super	Endless Ultimate	Ultimate 365	Mega 365
Network Type	4G	4G	4G	5G & 4G	5G & 4G	5G & 4G	5G & 4G	5G & 4G	4G	4G
Billing Cycle	1 Month								1 Year	
Plan Price per Period (minimum charge, incl.GST)	\$18.00	\$22.00	\$28.00	\$35.00	\$42.00	\$70.00	\$42.00	\$70.00	\$150.00	\$250.00
Included Data ^[1]	10GB	20GB	35GB	45GB	70GB	100GB	50GB at full speed, then speed capped at 2Mbps	100GB at full speed, then speed capped at 2Mbps	100GB	250GB
Data Bank Limit ^[2]	500GB						N/A			
Standard National Calls	Unlimited									
Standard National SMS/MMS	Unlimited									
International Roving	Roaming is not available without the additional purchase of a roaming pack. Please view available roaming packs here or via the customer portal and Occom app									
IDD Calls Minutes ^[3]	N/A		250	500	500	1000	N/A		1000	
IDD to Selected Countries	Canada, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Japan, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Vietnam, Spain, Portugal, Pakistan, Philippines, Bangladesh, Sri Lanka								N/A	

[1] For limited data plans and long-term plans, if all current data included, bonus and databank data is used before 30 days has elapsed, access to data will cease unless you have a main balance (excess data charged at \$0.02/MB) or until you recharge the current plan or purchase a data pack or a new plan that includes data.

[2] A 48-hour grace period applies after the expiry date for recharges to bank unused data into the databank. Otherwise, all data in the databank will be forfeited. Data in the databank cannot be used during the 48-hour grace period.

[3] If all IDD minutes are exhausted access to IDD minutes will cease unless you have a positive main balance (PAYG charges apply) or you purchase an IDD add on.

2. Service Details

What's Included

When you're in Australia, the following services are unlimited and included:

- calls to standard national fixed lines
- calls to standard national mobiles
- calls to 13, 1300, and 18 numbers
- calls to voicemail
- standard national SMS and MMS Personal use only

[T&C](#) and [Fair Use Policy](#) applies.

For a list of rates for international calls and international roaming go to: [PAYG Rate](#) & [International Roaming](#).

What's Not Included

- Premium calls and SMS
- Voice call diverts to international numbers
- Any form of 3G circuit switch video calls

Data Banking

Up to 500GB of unused data can be stored in your Data Bank at the end of your current plan term, provided you recharge or purchase a new Data Bank plan before the plan's expiry date. After the expiry date, you have 48 hours to recharge or purchase another monthly plan supporting databank to bank any accumulated data, otherwise it will be lost. Data in the Data Bank cannot be used during the grace period. Your Data Bank will be activated once unused data is first banked. Only included data and bonus data can be banked; data from add-ons cannot be banked. Any unused data above the 500GB limit will expire on the next recharge date or the current plan's expiry date, whichever comes first.

Excess Data Usage

Once your plan's included data is used up, data will be consumed in the following order: bonus data, then data bolt-on, then data bank, and finally your main balance. If your plan has expired but you are within the 48-hour data bank grace period, only data bolt-on and your main balance can be used, while Data Bank and included plan data are not accessible. For international and roaming usage, charges are deducted from the relevant bolt-on first, then from your main balance.

Track Your Usage

You can check your remaining data balance via the customer portal, the Occom mobile app, or by sending 'BAL' to 126101.

International Roaming

- To use your service overseas, you can purchase a roaming pack via the customer portal, the Occom mobile app, or by calling 126101. The roaming pack will start immediately upon activation.
- International roaming is available in select countries. To see which countries are eligible please refer to "International Roaming".

Changing Your Plan

You can upgrade or downgrade your plan at any time. There is no fee for changing your plan, but any amounts paid in advance are non-refundable. Your new plan will take effect immediately upon purchase.

Cancellation

You can cancel your service at any time. There is no fee to cancel, and you will not be charged any additional fees. However, any unused allowance or credit will not be refunded when your subscription is cancelled or ported away.

3. Pricing

Service Activation and First Bill

Service charges begin from the day you activate the service.

Bill and Billing Cycle

The billing cycle starts on your service activation date and ends on the day before the same date in the following month. If the following month does not have that date, the cycle will end on the last day of that month. A new cycle begins immediately after the previous one ends, following the same rule. For example, if your service is activated on the 3rd of October, the next billing date will be the 3rd of Nov.

Any additional charges or bolt-ons, such as roaming packs, will be billed and charged immediately before they are added to your service. Expiry dates for bolt-ons may vary. For more details, please refer to "Bolt-on and PAYG Rates".

Automatic Recharge

If automatic recharge is turned on, at the end of the billing period, the plan will automatically recharge by debiting the cost of your service using your stored payment details for next billing periods unless you turn automatic recharge off or terminate the service. You can deselect the default automatic recharge option when signing up for the plan or you can turn it off or on at any time via your customer portal or Occom mobile app.

4. Other Information

Promotions & Special Offers

The above information is based on the standard service offering and is only a summary, it does not include any special offers or promotions that may be offered on these plans, such as discounts or bonus data. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.

Complaints Handling

You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website mentioned in our terms and conditions. The policy explains how you can make a complaint and how your complaint will be addressed. If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist. Our Customer Service staff can be contacted by:

- Email – support@occom.com.au
- Phone – 02 8005 3925
- Mail – Level 5, 104 Mount Street, North Sydney, NSW 2060

You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

- Email – escalation@occom.com.au

Further Complaint Options

You will find most matters can be handled by Occom's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within Occom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visiting the TIO website at www.tio.com.au/complaints