

Occom Mobile (Vodafone) Starter Plan

Occom Mobile (Vodafone) Starter 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

Plan Name	Occom Mobile (Vodafone) Starter
Network Type	4G
Expiry Period	1 Month
Minimum Term	1 Month
Min Monthly Spend (incl.GST)*	\$6.00
Included Data	None. Data usage is charged from your main balance at \$0.02 per MB
Data Bank	N/A
Standard National Calls	Calls are charged from your main balance at the PAYG Rate
Standard National SMS/MMS	SMS/MMS are charged from your main balance at the PAYG Rate
International Roaming	Roaming are charged from your main balance at the PAYG Rate .
IDD Calls	Calls are charged from your main balance. For rates and the list of available countries, refer to the PAYG Rate

* The first monthly fee of \$6 will be credited to the main balance. Upon activation, the service will be valid for one month. Each recharge of \$6 or more will be credited to the main balance and will reset the service validity to one month.

2. Service Details

What's Included

- Account balance can be used for voice calls, SMS, MMS and data at the applicable [PAYG rates](#), [T&C](#) and [Fair Use Policy](#) applies.

What's Not Included

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

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 the service overseas, you can use the main balance at PAYG rates for international roaming once the roaming option is enabled in the Occom App or Customer Portal. You can also purchase a roaming pack via the customer portal, the Occom mobile app, or by calling 126101.
- International roaming is available in selected countries. To see which countries are eligible please refer to [PAYG Rate](#) & [International Roaming](#).

Changing Your Plan

You can change to any monthly or yearly plan at any time. There is no fee for changing plans, and any unused main balance will remain in your account after the plan change. 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 Expiry

Your first calendar month starts on your service activation date and expires on the day before the same date in the following month. If the following month does not have that date, the service will expire on the last day of that month. Your plan will renew after a successful recharge of the main balance, following the same rule. For example, if your service is activated on 3 October, it will expire at 23:59 on 2 November.

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](#).

Recharge

From the second month onwards, a minimum recharge of \$6 to the main balance is required to keep the service active. Recharges must be made manually via the customer portal or the Occom mobile app. Automatic recharge is not supported for this plan. Any unused main balance will roll over and remain available for use but cannot be used as a recharge.

If your plan expires and you do not recharge, you will enter a 60-day Grace Period with incoming calls, SMS, MMS and Emergency calls only. If still not recharged after the Grace Period, any unused main balance will be cleared, and the service will enter a 45-day Dormant Period with the same restrictions. If you do not recharge during the Dormant Period, you will enter a 10-day Suspended Period, during which all services will be disabled except Emergency calls. If you do not recharge during the Suspended Period, your service will be terminated and you will lose your mobile number. Reactivation will require a new, randomly assigned number.

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.