

## TELSIM PREPAID PLANS

Recharge	\$8	\$15	\$25	\$30	\$40	\$55
Expiry	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Base Data Allowance (GB)	0.25	1	3	4	10	20
Bonus Data (GB)**	N/A	1	3	4	10	20
Network Access	5G*	5G*	5G*	5G*	5G*	5G*
Hotspot	✓	✓	✓	✓	✓	✓
WiFi Calling	✓	✓	✓	✓	✓	✓
Call Allowance NZ/AU (Minutes)	100	100	300	Unlimited Calls		
Text Allowance NZ/AU	Unlimited Local SMS					
Rollover Data (GB)***	✗	1	3	4	✗	✗
Endless Data	✗	✗	✗	✗	Unlimited data with 1.2 mbps speed after Max Speed Data allowance exceeds.	

\*5G is available in selected areas on selected plans using compatible devices.

\*\* Promotion subject to change without notice and may be withdrawn at Telsim's discretion. Unlimited refers to calls and texts to standard New Zealand and Australian numbers, landlines and mobiles, placed while in New Zealand. Personal Use only. Bonus data on activation only. Calls & SMS to international numbers, special or premium numbers (eg. 0900, 018) data calls and usage, video calling and roaming services are not included.

\*\*\*Carryover Data cap: 3.5GB cap which expires after 12 months, and Carryover Mins. cap: 500mins cap which expires after 12 months.

## ROAM DAILY ADD-ON

Data, Calls & Txt	Price (NZD)	Validity	Applicable Plans
Existing mobile plan inclusions	\$9 per device	1 Day	All Plans

Destinations: Anguilla, Antigua & Barbuda, Argentina, Aruba, Australia, Austria, Barbados, Belgium, Bermuda, Brazil, British Virgin Islands, Bulgaria, Cambodia, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Cook Islands, Dominica, Dominican Republic, Ecuador, El Salvador, Estonia, Fiji, France, Germany, Ghana, Greece, Grenada, Guam, Guatemala, Haiti, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Jamaica, Japan, Kenya, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Malta, Mexico, Monaco, Mongolia, Montenegro, Montserrat, Netherlands, Norway, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & The Grenadines, Samoa, Saudi Arabia, Serbia, Singapore, Slovak Republic, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, San Marino, Taiwan, Thailand, Tonga, Turkey, Turks & Caicos Islands, England, Guernsey, Isle of Man, Jersey, Northern Ireland, Scotland, Wales, Uruguay, USA including Hawaii and Alaska, US Virgin Islands, Vanuatu, Vatican City, Venezuela, Vietnam

Available on all Monthly mobile plans currently on sale and for customers who request Daily Roaming when you roam in selected Daily Roaming destinations. For a daily fee, per device, use your mobile plan inclusions and rates in Daily Roaming destinations. Usual plan charges apply. A daily fee applies for each day you make/receive calls, send TXTs or use data in the Daily Roaming destination (valid until midnight NZ time). If you are not on an Eligible Plan and/or in a Daily Roaming destination other rates will apply. GST charge applies.

## INTERNATIONAL TALK AND TEXT ADD-ON

Calls	SMS	Price (NZD)	Validity
250 Mins	50	\$10	1 Month

20 Destinations

Canada, China, France, Germany, Hong Kong, India, Italy, Ireland, Japan, Macau, Malaysia, Philippines, Portugal, Singapore, South Africa, South Korea, Spain, Thailand, United Kingdom, USA

Each call you make will deduct a minimum of one minute from your included minutes. Please note that only one international add-on can be active on your account at any given time. Once the included minutes and texts have been fully used, you will need to repurchase the add-on to continue using international services. This add-on is not valid for use while roaming internationally.

### DATA BOOST 1GB

Data	Price (NZD)	Validity	Applicable Plans
1GB	\$20	Inline with underlying plan	All Plans

### TALK TIME 100 MIN

Calls	Price (NZD)	Validity	Applicable Plans
100 Minutes NZ/AU	\$10	Inline with underlying plan	All Plans

Active recharge is required to use Data Addons. In case, the underlying plan expires, the usage from this balance will not be allowed. However, if you recharge the same addon when the previous instance is still valid, any unused included value from the previous addon will be forfeited and the new included value allowance will be awarded with a new expiry date.

### Service Information

You can use Telsim services by purchasing a Telsim SIM card online or through retail outlets and activate the SIM card using Telsim My Account Portal at [www.telsim.nz/activate](http://www.telsim.nz/activate). A 4G/4G+/5G compatible device is required, and the mobile coverage is dependent on external factors like location and surrounding landscapes.

Telsim SIM only prepaid mobile services are for use in New Zealand only. By default, international roaming services are not enabled, and while you are overseas, you won't be able to make or receive calls or send messages, or to access mobile data.

### Prepaid Mobile Recharge

You can order a SIM online with or without a recharge added. We will send the SIM to the address in New Zealand mentioned in the order. You can apply the Reference Number provided during your order while you activate the SIM card online to get the recharge applied automatically. If you have purchased the SIM without a recharge added (from online or retail outlets), you will need to select a recharge and pay for it plus the cost of any international add on packs or extras.

Following your initial payment through Card or Reference Number, you will be charged on the preferred payment method added in the Telsim My Account at the end of each validity period, unless you remove your auto-recharge before expiry through Telsim My Account.

If your payment method is not updated, automatic recharges are not possible and you will need to recharge your pack at [www.telsim.nz/recharge](http://www.telsim.nz/recharge) by yourself.

If you recharge your existing pack before validity expiry, all your allowances will be forfeited and new allowances will be applied as per the new selected recharge pack. No refund will be given for any fees that you already paid to us. Recharge amount applied are non-refundable.

### Coverage

The service is supported by One NZ network. To access 5G, you'll need a 5G compatible device, a 5G capable plan, and be in the One NZ 5G coverage area. 5G is only available in selected areas and with selected plans. View the 5G coverage map to see where 5G is available and when it will be coming to your area. Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. For more info visit [www.telsim.nz/coverage](http://www.telsim.nz/coverage)

### Usage

You can monitor your data usage on your My Account page or at [www.telsim.nz/checkbalance](http://www.telsim.nz/checkbalance). We may also alert you once you have reached approximately 50%, 80% or 100% of your included value for either calls or data. You can add the non-recurring Data Packs anytime through My Account page.

### Terms and Conditions

No refund of prepaid credit and no early termination charge. There is no minimum contract term. If you cancel your service or portout, you will not be charged an early termination fee, however any remaining credit will not be refunded and any unused data will be lapsed. A refund request can be made within five (05) days from the date of purchase if activation is not possible after extensive troubleshooting efforts. In such cases, you must surrender your number and provide proof of purchase within the five-day period, and the number will be disconnected before the refund can be processed. Please note that refunds will not be issued for ported-out numbers or on recharges.

Refer the links below for more details on terms and conditions, fair use policy, port in and port out policy, complaints handling or full list of policies at [www.telsim.nz/legals](http://www.telsim.nz/legals)

### Help and Support

Help and Support If you need any help with our plan and services, Our Level 1 Support Team can help you, write a mail to customer care at [support@telsim.nz](mailto:support@telsim.nz). If at any stage of the process, you require more clarification or support you can reach out to our escalation desk via email.

1.You can write to our Customer Relations Manager at [customer.relations@telsim.nz](mailto:customer.relations@telsim.nz) and we will respond to you within two business days from receipt of your email.

2.If your query is unclarified, you can escalate the matter to our nodal officer. You can contact the nodal officer at [nodal.officer@telsim.nz](mailto:nodal.officer@telsim.nz)

3. In case the query is still unclarified, the same can be escalated to the legal authority at [legal@telsim.nz](mailto:legal@telsim.nz)

Fair Use Policy:

[www.telsim.nz/fair-usage-policy](http://www.telsim.nz/fair-usage-policy)

PortinandPortoutPolicy:

[www.telsim.nz/port-in-and-port-out-policy/](http://www.telsim.nz/port-in-and-port-out-policy/)

Contact us:

[www.telsim.nz/contact-us/](http://www.telsim.nz/contact-us/)