This summary does not reflect any special discounts, bonus data or promotions which may apply to the Amazon **Unlimited Plan 20** from time to time. This information applies to purchases by new customers and recharges by existing customers.

Description of the service

This plan is a 28-day prepaid mobile plan for customers who have their compatible mobile handset, offered by Lyca Mobile Australia for personal use only, with inclusions and exclusions described in this Critical information summary.

What is included

When you are in Australia, the following services are included in your **Unlimited Plan 20**	
Cost of recharge	$20
Expiry	28 days
Included data per 28 days	20GB (10GB base data + 10GB bonus data) for 3 recharges (activation plus 2 renewals). After the 3rd recharge, the plan will revert to 10GB per recharge.
Network	4G. Speed caps apply
Data banking	Rollover up to 500GB of unused data
Standard national call and SMS	Unlimited
Calls to voicemail (121) and customer service (122 & 1300 854 607)	Unlimited

What's not included

All non-personal, commercial, machine-to-machine calls, calls or texts to satellite and premium numbers (e.g., 19xx numbers), operator-assisted calls (12xx numbers), video calls, international roaming, and national and international MMS are excluded. Some additional services are not included in this plan but are still available at Lyca Mobile's best rates, including:

1. **International calls** and standard international SMS. For rate details, click here.
2. **Roaming services**. For rate details, click here.
3. **Calls to 13XXXX** and 18XXXX numbers. For rate details, click here.
4. **Standard national MMS** (excluding video MMS) to Australia numbers cost 62c/MMS (2MB).

Please ensure you purchase a PAYG top-up or have a valid PAYG credit balance to use the services listed above.

Other important information

Activation

To use the service, visit our website to activate your SIM. A valid ID is required for the activation process. Activate your new SIM within 30 days of purchase (or by the promotional deadline) to access the benefits of advertised plans.

Recharge your service

You can choose one of the following options to recharge your plan:

1. **Online**: Use the app | Log in to your account | Visit our website
2. **Offline**: Get a physical Lyca Mobile voucher at your nearest store.
3. **SMS**: Text **519** to **3535** to recharge your **Unlimited Plan 20** using your PAYG credit balance.

Auto recharge

For uninterrupted service, auto-renewal is enabled by default, and your plan will automatically renew on its expiration date. You can use the app or log in to your account on our website at any time to update your payment settings (including payment method and disabling/enabling auto-renewal). If auto-recharge is turned on, we will process the payment using your authorised payment method (credit/debit card) to renew your plan on the day it expires.

Standard national calls and SMS

Standard national calls are to any 10-digit number within Australia starting with 02, 03, 04, 07, and 08. Standard national SMSs are to any 10-digit mobile number within Australia. This does not include 13/1300 and 1800 numbers.

Data banking

- **Data rollover:** Up to 500GB of unused data will roll over into your Data Bank when recharging on the same or higher plan (excludes bonus/data-only plans).
- **Grace period:** You have a 48-hour grace period after your plan expires to recharge or purchase a new plan. Unused data (including Data Bank) is lost if not recharged. Data Bank remains available but cannot be used during this time.
- **Change plan/missed payments:** You will lose all the data stored in your data bank if:
  1. **You switch to a lower-value plan:** (e.g., switching from the $30 plan to the $20).
  2. **You do not recharge** or purchase a new plan (same or higher value) within the 48-hour grace period after expiry.

Data

Data is counted in kilobytes and includes uploads and downloads. If you exceed the data allowance on your current plan before its renewal date, you will begin using any data stored in your Data Bank to stay online until your next recharge. If you exhaust both your data allowance and the data in your Data Bank, you will not be able to use data until your next recharge unless you purchase an optional data add-on.

Data add-on
If you've exceeded your data allowance, you can choose from data add-on options starting at $5 for 2GB. You can easily select your preferred add-on option through the app or visit our website. Unused data from data add-ons will not roll over into the data bank.

Usage
You can use the app or log in to your account on our website to check your usage. You will also receive SMS usage alerts on your compatible device within 24 hours of reaching 50%, 85%, and 100% of your included data. These SMSs will not contain an unsubscribe facility.

Tethering
Tethering is permitted for personal devices only but must not be used in a modem or as a substitute for a home internet service.

Network, speed, and coverage
You will have access to our 4G network using your 4G/5G-compatible devices. Download speeds are capped at 100Mbps. The speed cap on your plan is the maximum potential download speed for data included in your recharge/plan. The quality and availability of some services and the speeds you reach will continually vary depending on many factors, such as your location, your device capabilities, network congestion, network coverage or if you are roaming. Find out more about our coverage here.

Early terminal charge
There is no minimum contract term (no lock-in contract). This means you won't be charged an early termination fee if you cancel your plan or port out. However, if you terminate your service before the plan's expiration, the plan price and any remaining credits will not be refunded, and any unused data or inclusions will be forfeited.

Disconnected numbers
Your Lyca Mobile number will be disconnected if you do not recharge your plan or purchase a top-up for ninety (90) consecutive days from either the activation or expiry dates of your last recharge, whichever is the latest. We will send you SMS notifications at 60 days and 80 days to remind you before disconnection. If no action is taken within this period, your agreement will be automatically terminated, and this termination will be considered initiated by you.

Quarantine period
Once your Lyca Mobile number is disconnected, it will be in quarantine for 180 days. During this period, you will not be able to hold Rights of Use for your number, however, it cannot be assigned to anyone else. If the number is within the 180-day quarantine period, in some circumstances, we may be able to reconnect a disconnected number. Please call customer support on 1300 854 607 for assistance.

We are here to help
If you have any questions or need help, you can contact us online here or call 122 from your Lyca Mobile number or 1300 854 607 from another network.

Complaints or disputes
If you have a dispute or wish to make a complaint, you can lodge a complaint online here or by emailing us at complaints@lycamobile.com.au, and our team will immediately work to resolve it.

Further complaint options
If you're dissatisfied with the outcome after speaking to us, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or via http://www.tio.com.au/. You must contact Lyca Mobile Australia to lodge your complaint directly before contacting the TIO.