Your Call Telecom
MAKING BUSINESS EASY

Additional Features Sheet

Add-ons

DATA BOLT-ONS

Information about bolt-ons

Here's a quick summary of the important bits about your data **Bolt-ons**. It covers details of the options you have, how it works, and how much it costs.

There are two types of bolt-ons: One-off and Recurring.

One-off bolt-ons

Domestic

One-off bolt-ons available on Prima Mobile are perfect to cover that extra data you were not expecting to use. It is charged at the moment of addition and gives you 1GB of data to use in Australia.

Bolt-on	Amount of data	Cost
1GB One-off bolt-on	1GB	$10

The 1GB One-off bolt-on will start to be consumed once your plan's data allowance is exhausted, and it can help you avoiding the costlier excess usage charges. Once the bolt-on is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month) and will neither be renewed or recharged automatically once exhausted, or in the following month. You can add this bolt-on as many times as you like.

1GB One-off bolt-on is available on all Prima Mobile plans.

International Roaming

International Roaming One-off bolt-ons available on Prima Mobile are perfect to get you more affordable data when you are roaming internationally, as 1MB of a Roaming bolt-on is around 10 times less expensive than the standard international data rates. It is charged at the moment of addition and immediately gives you data to be used in other countries.

Below are the three International Roaming bolt-ons to choose from:

Bolt-on	Amount of data	Cost
100MB Roaming One-off bolt-on	100MB	$35
500MB Roaming One-off bolt-on	500MB	$160
1GB Roaming One-off bolt-on	1GB	$300

Roaming Bolt-ons will start to be consumed as soon as you arrive overseas and start data to use data through the mobile network.

It is valid for 30 days from the date of activation (Australian Eastern Standard Time) and will not be renewed or recharged automatically once exhausted or in the following month. You can add these bolt-on as many times as you like, and even combine them. For example, adding a 1GB Roaming One-off bolt-on with a 500MB Roaming One-off bolt-on will give you 1.5GB to use overseas.

Roaming bolt-ons are not available on Mobile Broadband plans.

Note: International Roaming bolt-ons are subject to availability in the country you are visiting. For more info please see International Roaming Sheet.

Recurring bolt-ons

Recurring bolt-ons available on Prima Mobile are perfect to cover that extra data you are expecting to use every month. It gives you from 1GB to 5GB of data every month to use in Australia.

Bolt-on	Amount of data	Cost
1GB Auto bolt-on	1GB	$10 per block
5GB Recurring bolt-on	5GB	$35

1GB Auto bolt-on

Once you sign up for the 1GB Auto bolt-on, it will become automatically available to your plan only when your plan's data allowance or any other active bolt-ons are exhausted. If you do not exhaust your plan's data allowance, there will be no charge.

Up to 5 x 1GB bolt-on blocks will be automatically added to your account as they are consumed, one by one. You just pay for the 1GB bolt-ons blocks that are added. Once the 5th data block is exhausted, excess usage charges may apply.

It is valid until the end of your monthly bill (27th of every month), and will be automatically renewed. You can cancel this bolt-on at any time, but any unused data will be forfeited.

1GB Auto bolt-on is available on all Prima Mobile plans.

Add-ons

5GB Recurring bolt-on

5GB Recurring bolt-on gives you the great value of $7 per 1GB of data.

Once you sign up for the 5GB Recurring bolt-on it will be charged immediately, being valid until the end of your monthly bill (27th of every month), and will be automatically renewed and billed, independent of consumption.

The 5GB Recurring bolt-on will start being consumed once your plan's data allowance is exhausted. It can help you avoiding the costlier excess usage charges. Once the bolt-on is exhausted, excess usage charges may apply.

You can cancel this bolt-on at any time. Any unused data will remain available until the expiring date.

5GB Recurring bolt-on is not available on Mobile Broadband plans.

Notifications

You will receive notifications via SMS (Mobile Voice plans) or email (Mobile Broadband plans) reflecting the consumption of your active bolt-ons.

If you have more than one Domestic bolt-on active in your plan, they will be consumed in the following order until excess usage is reached:

Domestic bolt-ons consumption order	
1	Plan's data allowance
2	5GB Recurring bolt-on
3	1GB One-off bolt-on
4	1GB Auto bolt-on
5	Excess usage

If you have more than one Roaming bolt-on active in your plan, they will be consumed in order of activation.

Note: There are no 50% and 85% usage notifications for 1GB Auto bolt-on blocks. Notifications will be sent when you transit to the 1GB Auto bolt-on block, as well as when blocks are 100% exhausted.

Balance Check (USSD)

To check the usage of you plan allowance, excess charges and bolt-ons usage while you are in Australia simply dial *159# and you will receive a balance summary.

If you are overseas, you can dial *159# or #100# to receive a balance summary.

Note: Please note that international mobile networks are managed by third parties, so it may not fully interoperate with Australia's network at all times.

INTERNATIONAL ROAMING VOICE PACKS

Information about International Voice Packs

Here's a quick summary of the important bits about your International Roaming Voice packs. It covers details of the options you have, how it works, and how much it costs.

There are two Roaming Voice packs to choose from:

Voice pack	Included minutes / SMS	Expiry	Cost
Roaming Voice pack 50	50 / 50	5 days	$25
Roaming Voice pack 100	100 / 100	10 days	$45

Note: When overseas, both originated and received calls count towards the consumption of minutes from the Voice Packs. Only originated SMS count towards the consumption of SMSs.

Roaming voice packs are charged at the time of order, and will not be automatically renewed. You can activate both Roaming Voice pack 50 and Roaming Voice pack 100 to get a total of 150 minutes and 150 SMSs. The Roaming Voice pack with earliest expiry will be consumed first.

A single Roaming Voice pack can be purchased multiple times, but each purchase will forfeit any remaining allowance available.

Roaming Voice packs are not available on Mobile Broadband plans.

Roaming Voice pack 50

Roaming Voice pack 50 gives you 50 minutes and 50 SMSs to be used in most countries where International Roaming is available with Prima Mobile.

Add-ons

Note: refer to the International Roaming Sheet to check whether Roaming Voice Pack is available in the country you are visiting.

It is valid for 120 hours (5 days) from activation time (Australia Eastern Standard Time). Once expired, if no Bill Shock is active and the service has enough Spend Limit available, standard Roaming charges apply for further usage.

Roaming Voice pack 100

Roaming Voice pack 100 gives you 100 minutes and 100 SMSs to be used in most countries where International Roaming is available with Prima Mobile.

Note: refer to International Roaming Sheet to check whether Roaming Voice Pack is available in the country you are visiting.

It is valid for 240 hours (10 days) from activation time (Australian Eastern Standard Time). Once expired, if no Bill Shock is active and the service has enough Spend Limit available, standard Roaming charges apply for further usage.

Voicemail

To access your voicemail box simply call 141 from your mobile device and follow the audio instructions to set up your greeting and other configurations. Voicemail feature is free of charge, but calling 141 may be deducted from your monthly included value.

You will receive an SMS every time a new voicemail is left in your voicemail box.

Message2Text
Message2Text is a feature free of charge that, once active, will convert received voicemails to text, which will be delivered to you via SMS.
This feature cannot be used in conjunction with standard voicemail. You will need to contact us if you want to activate Messag2Text.

Check your Usage

You will need your account number and password to login.
Forgot your password?
Just contact us and we can reset it for you.

My Account

Login to your My Account portal on our website.

https://managemyaccount.com.au/index.php?r=site/login&id=349

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This information is currant as of 22/08/2020 and is subject to change without notice

Other information

If you have any questions, we encourage you to contact your agent:

Your Call Telecom

care@yourcalltelecom.com.au

1300 765 985

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on *1800 062 058*. For full contact information, visit: *tio.com.au/about-us/contact-us*

Visit www.yourcalltelecom.com to find more information about call and data usage.