

## **gotalk Super Pack & Auto Super Pack Terms and Conditions - Australia**

These terms are in addition to the Terms described in the gotalk Standard Form of Agreement for Pre-paid Mobile and Wireless Broadband Services (Customer Terms) and any Auto Top Up terms and conditions.

### **What is a gotalk Super Pack?**

Super Packs are a 'pack' of value offered for specific gotalk pre-paid services. Super Packs are available as single Super Pack packages, Super Asia Pack or Auto Super Packs.

### **Super Packs**

A gotalk Super Pack is a 'pack' of value for use on either SMS, mobile data or national call value. Super Packs available are Super OZ, Super Data and Super SMS packs. Visit [www.gotalkmobile.com.au](http://www.gotalkmobile.com.au) for details on these products.

### **Super Asia Pack**

The Super Asia Pack is a 'pack' of value to use to call and SMS the countries below:

- China
- Hong Kong
- India
- Indonesia
- Malaysia
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam

### **Auto Super Packs**

Auto Super Packs are 'packs' of value for eligible customers which offer more services in each pack than single Super Packs. Auto Super Packs available are Auto Super OZ pack, Auto Super SMS Pack or Auto Super Asia. To be eligible for Auto Super Packs, you must sign up to gotalk Auto Top Up. For further details on Auto Top Up and Auto Super Pack offers, visit [www.gotalkmobile.com.au/autotopup](http://www.gotalkmobile.com.au/autotopup)

### **Things you should know about Super Packs and Auto Super Packs.**

- Super Packs and Auto Super Packs are not available on Big Talk rate plan.
- You can choose to make a one off purchase of a gotalk Super Pack as you require it (not available on Super Asia) from time to time. You can also set up recurring purchases of your chosen Super Packs in which account will be deducted by the amount you specify each 30 day period.
- Sufficient credit required in your account to purchase a Super Pack or Auto Super Pack.
- You must sign up for Auto Top Up to purchase and receive an Auto Super Pack (Super SMS, Super Oz and Super Asia).

- Auto Super Pack purchases will repeat every 30 days by automatically deducting from your credit balance the amount you have specified to top up your Auto Super Pack value every 30 days. Auto Super Packs are not available for purchase in any other Auto Top Up option.
- Super Data is not available as an Auto Super Pack.
- By purchasing our gotalk Super Pack (as a single pack or on a recurring basis) or Auto Super Pack service, you consent to gotalk debiting the credit balance on your prepaid service by the amount and at the frequency you specify. You will receive a reminder from gotalk that the amount you have specified will be deducted and an update on your credit account balance. If you do not have sufficient credit in your account, gotalk will send you an SMS informing you that you have insufficient credit. If you have set up a recurring purchase of a Super Pack and have insufficient credit in your pre-paid mobile account, gotalk will not deduct your account and your Super Pack will not be delivered to your account.
- Once the included value in your Super Pack or Auto Super Pack has been exhausted, your pre-paid mobile rates (based on your rate plan) and available credit in your account will be used to make calls and SMS made and use data, as applicable.
- Only gotalk prepaid mobile customers are eligible to register for this service.
- To purchase, follow the steps set out in this page.

### **How do you register for and use gotalk Super Pack?**

To purchase a gotalk Super Pack or Auto Super Pack you can:

- Send an SMS to 0408 468 255 (only applies to single Super Pack purchases)
- Purchase online via My Account at [www.gotalkmobile.com.au/myaccount](http://www.gotalkmobile.com.au/myaccount)
- Call gotalk Customer Service on 1800 GOTALK (1800 468 255).
- At the time of purchase you need to specify the dollar amount of your gotalk Super Pack or if you would like an Auto Super Pack. You can also sign up to Auto Top Up online or by calling Customer Service.

If your purchase is successful you will be provided with an SMS confirming this. In addition, your prepaid credit balance will be debited by the amount you have specified and your gotalk Super Pack or Auto Super Pack.

Super Packs and Auto Super Packs may take up to 48 hours to be applied to your account.

You can specify that a single purchase Super Pack is set as 'recurring'. This does not require Auto Top Up to be set up but you will receive the included value in a single Super Pack rather than the higher value in an Auto Super Pack.

Please note that in the case of a recurring single Super Pack, as you can choose to make changes to the type of pack purchased at a time which is most convenient to you and keeps your costs to a minimum, any pending gotalk Super Pack payments scheduled to take place before the change takes effect will still be processed and no refunds will be made of any gotalk Super Pack payments which occurred during that time.

You can also change or cancel your recurring single Super Pack or Auto Super Pack settings by logging into My Account, at [www.gotalkmobile.com.au/myaccount](http://www.gotalkmobile.com.au/myaccount) or by calling gotalk Customer Service on 1800 GOTALK (1800 468 255).

### **What Credit Expiry and other restrictions apply to my gotalk Super Pack?**

When you purchase a gotalk Super Pack or Auto Super Pack, the cost of the gotalk Super Pack will immediately be deducted from your then current gotalk Prepaid Mobile credit balance.

The fees for any calls, downloads or SMS in excess of your credit balance contained in your Super Pack or Auto Super Pack will be deducted from your current gotalk prepaid credit balance in the normal way.

The included credit on your gotalk Super Pack or Auto Super Pack will expire 30 days from the date of purchase (or renewal, if applicable). Any included Super Pack SMS, data or call balances which have not been used by the date of expiry will be forfeited. You cannot claim a refund or credit for any such forfeited balances.

### **Super Asia**

In addition to the terms set out in these terms and conditions, the following terms apply to the Super Asia Super Pack. Super Asia gives you credit to call landlines and mobiles and SMS the following countries:

- China
- Hong Kong
- India
- Indonesia
- Malaysia
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam

Data Super Packs are not applicable to Super Asia Super Packs.

Credit will be deducted at the rate applicable to calls and SMS for your gotalk Prepaid Mobile rate plan.

The included SMS, data and national/Asia call balances on your gotalk Super Pack cannot be used to access premium services.

You may not purchase (either on a one off or a recurring basis) any more than four single Super Packs per month.

### **What if my Prepaid Credit Balance has been exceeded?**

If you are purchasing a single Super Pack on a one off basis, you must have sufficient funds available in your prepaid credit balance on the day of your gotalk Super Pack purchase. If you register for a recurring single Super Pack and your prepaid credit balance is not sufficient to cover any gotalk Super Pack renewal, your gotalk Super Pack purchase will be placed on hold for a maximum of 14 days. You cannot use your gotalk Super Pack or alter your gotalk Super Pack order in any way while it is on hold. However, you can cancel your gotalk Super Pack recurring purchase during that 14 day hold period if you wish by calling Customer Service or deselecting the 'recurring Super Pack' check box under Super Packs in My Account. You can activate your on hold gotalk Super Pack by recharging your prepaid credit by an amount sufficient to cover your gotalk Super Pack within that 14 day period. In this case, the cost of your gotalk Super Pack will automatically be deducted from the recharge balance at the time of recharge. If you do not

recharge your prepaid credit balance within the 14 day period, your recurring gotalk Super Pack registration will be deactivated and you will need to sign up for your recurring recharge again.

Auto Super Packs are only available to Auto Top Up customers, as a result if you cancel your Auto Top Up service your Auto Super Pack renewal will also be cancelled. Conditions apply to Auto Top Up, see <http://www.gotalkmobile.com.au/more/autotopup/Pages/default.aspx>.

### **How can I cancel my gotalk Super Pack and what if I forget to cancel?**

You can cancel your gotalk Super Pack settings by logging into My Account, at [www.gotalkmobile.com.au/myaccount](http://www.gotalkmobile.com.au/myaccount) or by calling customer service on 1800 468 255.

If you wish to stop using your recurring single Super Pack or Auto Super Pack service but forget to cancel, your scheduled gotalk Super Pack recharges will still be processed. As gotalk has no way of identifying that you forgot to cancel, no refunds will be made of any gotalk Super Pack payments which occurred during that time.

If you do not wish to make further one off purchases of single Super Packs, please do not reply "Yes" to any Super Packs top up reminder you may receive. As gotalk has no way of identifying that you forgot to cancel, no refunds will be made of any gotalk Super Pack payments which occurred if you reply "Yes".

### **What if I lose my prepaid service or if it is stolen?**

If you lose your prepaid service or if it is stolen, you must either cancel your gotalk Super Pack or Auto Super Pack online via My Account or notify gotalk so gotalk can cancel on your behalf. You can contact gotalk either by:

- Phoning gotalk on 1800 GOTALK (1800 468 255)
- Writing to gotalk at 183 Varsity Parade, Varsity Lakes, Robina, Qld 4227

As gotalk has no way of identifying that you have lost your prepaid service or it has been stolen, no refunds will be made of any gotalk Super Pack payments which occurred between the time of loss or theft and the date of cancellation or notification to gotalk (as the case may be).

### ***Where do I find out more?***

To find out more about gotalk Super Packs and Auto Super Packs, visit:  
[www.gotalkmobile.com.au](http://www.gotalkmobile.com.au)