

# Critical Information Summary



## RealSAM \$19 WIFI Only VIP Plan

Promotion offer: 2 Months Free Access  
6 month contract



Features	Monthly Plan Inclusion
WiFi Only Device	<b>WiFi Only - Unlimited access to content from a RealSAM device</b>
Information Access - (time, weather, location)	YES
Mobile data usage outside of Australia	<b>NO – Content accessed by WiFi Only</b>
WiFi data usage outside of Australia	YES

### DESCRIPTION OF SERVICE

This is a postpaid dialogue-based media access service, which must be connected to a Wireless (WiFi) network in order to operate. You must use a RealSAM device to access this service.

### INFORMATION ABOUT THE SERVICE

#### MINIMUM TERM

This plan is for a 6-month contract.  
The minimum total cost is \$76 on a 6-month contract, plus the upfront cost of the RealSAM device. This includes the upfront device cost and four months access fees.

#### BUNDLING ARRANGEMENTS

You don't need to bundle this service with any other Real Thing or Jeenee Mobile service. You need to be a member of the Vision Australia library in order to access their newspapers provided as part of the service. If you cease membership at any time you will no longer have access to their content. Membership of the Vision Australia library is only open to people who are blind, have low vision or a print disability.

#### MANDATORY GOODS

This service may only be used with a RealSAM device, which must be purchased from Real Thing. You may be charged additional usage fees if you use this service with another device.

#### SPECIAL PROMOTIONS AND VALUE ADDED SERVICES

This plan includes 2 months free access. The remaining months after the promotion period will be charged at \$19 per month. This summary does not include any other special promotions or extra value added services that you may select whilst you have this plan.

#### FAIR USE POLICY

Real Thing Fair Use Policy applies to 'unreasonable use', 'unacceptable use', 'commercial purpose use', 'non-personal use' and 'non-ordinary use' of this plan. For further details go to:

For media content: [www.realsam.com.au/product/docs](http://www.realsam.com.au/product/docs)

For network: [www.jeenee.org.au/en\\_GB/policies](http://www.jeenee.org.au/en_GB/policies)

## INFORMATION ABOUT PRICING

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### MINIMUM MONTHLY CHARGE

\$0 per month for the first 2 months (promotion period), and then \$19 per month for the remaining 4 months of the term.

### ESTABLISHMENT FEE

There is no establishment fee applicable for this service.

### CANCELLATION FEES

The maximum cancellation fee is \$57. This fee will decrease during your contract period.

### PLAN CHANGES

If you change your plan during your contract term a fee may apply. Contact the Real Thing Help Centre if you would like further information.

### PAYMENT PROCESSING FEE

If you pay by BPay or Direct Debit from a bank account, there are no processing fees. A processing fee applies to payments made by credit or charge card. For details go to: [www.jeenee.org.au/en\\_GB/terms-and-conditions](http://www.jeenee.org.au/en_GB/terms-and-conditions)

### INVOICE FEES

All RealSAM bills will be sent to you to a nominated Email address. You will not be charged to receive bills in this way. RealSAM does not offer a paper bill.

### DATA USAGE

Data will be counted in kilobytes, and includes both uploads and downloads. We may limit your access to podcasts, audiobooks or other parts of the RealSAM service once you reach your included data allowance. If you use this service with a device other than a RealSAM Accessible Media device from Real Thing, then you may be charged excess data usage at a rate of \$0.10/MB.

## OTHER INFORMATION

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### TRACKING YOUR SPEND

This is a WIFI only plan that requires a third party WIFI connection to use this service. We cannot provide usage alerts to you as this service relies on your own third party WIFI connection to access this service. Contact your WIFI provider for usage information and usage allowances.

### USING YOUR SERVICE OVERSEAS

You cannot use your included mobile data if you are overseas. You can access the RealSAM service internationally if you are connected to a WiFi network. Please note the each WiFi service provider will have separate terms and conditions of which you must adhere to.

### CUSTOMER SERVICE

You can call the Real Thing Help Centre on **1300 557 350** for assistance on your account balance, usage status, payment details and other information between 7am and 7pm, Monday to Friday AEST.

### CUSTOMER COMPLAINTS

You can contact our complaint resolution area by calling us on **1300 557 350**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only – the full Terms and Conditions for this plan can be found at:

[www.realsam.com.au/product/docs](http://www.realsam.com.au/product/docs) or [www.jeenee.org.au/en\\_GB/terms-and-conditions](http://www.jeenee.org.au/en_GB/terms-and-conditions)