

IMPORTANT NOTICE REGARDING YOUR SIMplus SERVICE

What are International Calling Services?

International calling services are services that invite you to dial Australian mobile numbers in order to make international calls.

Why has SIMplus blocked access to these numbers?

SIMplus has made a commercial decision to no longer allow these types of calls.

What will happen if I try to call these numbers once SIMplus implements this change?

Your call will be diverted to a voice recording that states *“The number you have dialled is not currently available from your service”*. You will not be charged for this call.

What products are affected by the blocking?

This change will affect all calls made using a SIMplus service on the Optus network.

Will this change impact my other calling patterns in any way?

No, you will be able to call all other call types as you have previously.

Where can I find the amended Standard Form of Agreement?

We have amended the Standard Form of Agreement (SFOA). The specific amendment can be found in clause 5.2A of the General Terms.