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 NCTS 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 International Roaming Daypacks to choose from:

Bolt-on	Amount of data	Cost
Day Pack - per activation	200MB	$11.50
unlimited calls and Text included - 24 hour period		

Users will need to contact NCTS to enable roaming on any mobile service that will require it.

End-users will receive a welcome SMS in an eligible country, and they will need to "opt-in" via SMS to activate an IR pack by sending 'ROAM' to 179.

End-users will also be required to add a new pack daily by sending 'ROAM' to 179 once the pack expires. Aside from the initial Welcome message, there will be no reminders subsequently.

Unlimited calls and Text per pack and 200MB of included data

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
2GB Auto bolt-on	2GB	$10 per block

1GB Auto bolt-on

Once you sign up for the 2GB 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 2GB bolt-on blocks will be automatically added to your account as they are consumed, one by one. You just pay for the 2GB 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.

2GB Auto bolt-on is available on all NCTSMobile plans.

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.

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.

Other Information

If you have any questions, we encourage you to contact your agent:
North Coast Telephone Systems
support@ncts.com.au
1300 420 354

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.ncts.com.au to find more information about call and data usage.