CRITICAL INFORMATION SUMMARY:

Business Mobile

Information About The Service

iiNet Business Mobile Voice is a post-paid 'SIM-only' mobile phone service - you'll need to bring your own mobile phone handset, or purchase one from our range.

It is available to existing iiNet customers who have an iiNet access service (including DSL, NBN Fibre, NBN Wireless, NBN Satellite, EoC, Fibre, Mobile Broadband).

A minimum term of one month applies to iiNet Mobile services.

Information About Pricing

Minimum Monthly Charges

There are currently four iiNet Business Mobile plans, as shown in the following table:

Business Mobile Plan	Monthly Included Standard Calls & Text	Monthly Included Calls to iiNet Mobiles	Monthly Included Data	Monthly Included Social Media*	Minimum Monthly Charge	Total Minimum Price**
14.95 Plan	$225.00	$135.00	200 MB	150 GB	$14.95	$29.95
29 Plan	$660.00	$1,000.00	1.5 GB	150 GB	$29.00	$44.00
49 Plan	$860.00	$1,800.00	3 GB	150 GB	$49.00	$64.00
69 Plan	All Included	All Included	5 GB	150 GB	$69.00	$84.00

* * Social media includes Facebook, MySpace, Twitter, Linkedin, Ebay and Foursquare. This inclusion applies to specific URLs only, and not when accessed via tethering.*

** Total Minimum Price includes $25 SIM charge (including delivery), plus one month of IiNet Mobile Voice plan rental.*

Maximum Monthly Charges

If you use more than the monthly inclusion of calls, texts or data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge.

- ■ iiNet Mobile features a number of spend management tools, including usage notifications and sub-limits for various transaction types.
- ■ iiNet reserves the right to restrict services once monthly billings are greater than $200.

Please be aware that billing information is not received instantly by iiNet, and in some cases can be delayed by several days after the usage charge has been incurred. This means that spend limits can hence be out of date by the time they are applied.

You are still responsible for all charges incurred due to usage beyond the spend limit.

Setup Fee

A iiNet Mobile SIM is required in order to use the service.

- ■ A $25 charge applies for an iiNet Mobile SIM (either standard, Micro, or Nano Sim); this includes delivery anywhere in Australia.
- ■ You can either port an existing Australian mobile phone number to your iiNet Mobile service; or we can allocate you a new number.

Early Termination Charge

The iiNet Mobile service has no early cancellation charges. Your only commitment is the 'one month rolling contract' that is inherent in paying one month's rental in advance on the service.

Further information: www.iinet.net.au/phone/mobile-phones/sim-only/

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Standardised Cost Information

The following table indicates the rate at which your monthly included value will be consumed and the cost of additional usage outside of the monthly included value:

2 Minute Standard National Mobile Call	A standard national mobile call incurs a flagfall of $0.35 and a per minute rate of $0.90. Hence a 2 minute national mobile call will cost $2.15.
Standard National Mobile SMS	A standard national mobile SMS will cost $0.25.
One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost $0.07475 on the $14.95 plan; $0.01933 on the $29 plan; $0.01633 on the $49 plan; and $0.01380 on the $69 plan. Any excess data usage above your monthly allowance will be charged at $0.20 per MB

Other Information

Call and Data Usage Information

iiNet Mobile customers can obtain information:

- On iiNet Mobile usage pricing at **http://www.iinet.net.au/business/small/mobile-office/mobile-sim/**
- On their iiNet Mobile usage at **www.toolbox.iinet.net.au**

International Roaming Costs

Using your mobile phone overseas attracts significantly higher rates than standard iiNet Mobile charges:

- All call and data charges while roaming are excluded from your monthly included value amounts.
- Using Social Media while overseas is not included in your plan - this includes photo uploads and downloads. Charges apply to all data sent & received.
- Charges also apply for both making and receiving calls when roaming overseas.

While you are roaming overseas, usage details may take days or weeks to reach iiNet, meaning you may not receive timely usage warnings. Regardless, you are responsible for all charges made on your service when overseas.

Customer Service Contact Details

You can contact iiNet Business customer service for Sales, Support & Billing assistance via **13 24 49** or emailing **bizsupport@iinet.net.au**, or via appropriate contact form to the appropriate area at **www.iinet.net.au/contact**

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at **https://iihelp.iinet.net.au/Complaints_escalation_process**

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at **www.tio.com.au/making-a-complaint**

Further information: www.iinet.net.au/phone/mobile-phones/sim-only/

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