Critical Information Summary

iiNet Mobile SIM Only Plan – Medium

iinet
connect better

Information About The Service

Service Description
The iiNet Mobile SIM Only **Medium Plan** is a $24.99 per month, SIM only, mobile service with the specified Included Value and Included Data. The underlying network is the Vodafone mobile digital network (3G/4G).

The service includes the following monthly Included Value for use within Australia:
- 16GB Included Data
- Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers.

All iiNet mobile plans are prepaid and auto-renew every month until you cancel. Recurring charges are payable monthly in advance, 7 days before the start of the next billing cycle. You can make additional prepayment (Prepaid Balance) if you wish to make any excluded calls or usage that will incur excess charges. Payment options are Direct Debit or Credit Card.

Promotions and special offers: This summary does not include any special offers or promotions that may be offered on this plan, such as discounts or bonuses.

Minimum Term
iiNet Mobile Services are supplied on a rolling month to month basis. You can cancel the Service at any time by notifying us at least 7 days before your next month's charges are due. Subject to your consumer law rights, you will not receive a refund for any charges paid in advance. The unused balance of any Prepaid Balance for usage that is not within the Included Value for your plan will not be refunded to you but will be retained by iiNet Limited.

Bundling Arrangements & Mandatory Goods
You do not have to bundle this Service with any other iiNet plan. You do not need to purchase handsets or other equipment from iiNet.

However, you must have a compatible mobile handset to be able to use this service.

Excluded Usage
The **Medium Plan** excludes Excess Data, Calls to International Numbers, SMS and MMS to International Numbers, Calls to Satellite phones, Third Party content, Video Calls to Standard Australian and International Numbers, Directory Assistance and other Enhanced Services. You will need to add additional funds to your Prepaid Balance if you wish to make any excluded calls or usage that will incur excess charges.

Calls and SMS to 19 Numbers, Diversions to International Numbers, Premium SMS, Premium MMS, and International Roaming are not available.

Excess Data: The **Medium Plan** has a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use up the amount of Included Data, we will charge $10 out of your Prepaid Balance to increase the amount of Included Data available in that particular billing cycle by 2GB. If there are insufficient funds in your Prepaid Balance, mobile data will be unavailable until your Prepaid Balance is topped up or your next billing cycle commences.

See Call Rates and Other Usages Rates below for a pricing summary of excluded key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit **iinet.net.au/mobile-callrates.**

Coverage
You can only obtain 4G speeds when you use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas. See our coverage map at **iinet.net.au/mobile-coverage**

When you are not within a 4G coverage area, the mobile service will automatically switch over to 3G and speeds will be much less than that of 4G. Actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration, and download source/upload destination.

Information About Pricing

Plan	Medium Plan
Upfront Cost / Minimum Monthly Charge	$24.99
Included Value	Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers
Included Data	16GB (charged per KB or part thereof)
Cost of Data Usage ($/MB)	$0.0015
Early Termination Charge	N/A
Cost of 1MB Excess Data	$10 for 2GB blocks (charged per 2GB, rounded up to the nearest GB)

Information is current as of October 2023, is subject to change without notice and all prices quoted include GST

Call Rates*

Usage Types in Australia	Rate	Plan Inclusion
Calls to Standard Australian Numbers (Mobiles & Landlines)	Unlimited	✓
Diversions within Australia	Unlimited	✓
13/1300 Numbers	Unlimited	✓
1800 Numbers	Unlimited	✓
Calls to iiNet Support (13 22 58)	Unlimited	✓
International Calls (Mobiles & Landlines)	Standard International call rates apply. Visit iinet.net.au/mobile-internationalrates for rate	✗
Video Calls to Australian Numbers	$1 per minute + 40c flagfall	✗
Video Calls to International Numbers	$1.50 per minute + 40c flagfall	✗
19 Numbers	Not Available	✗
Directory Assistance (1223)	$2 per call	✗

Other Usage Rates

Usage Types in Australia	Rate	Plan Inclusion
SMS to Australian Numbers	Unlimited	✓
SMS to International Numbers	50c per message (max 160 characters)	✗
MMS to Australian Numbers	Unlimited	✓
MMS to International Numbers	75c per message	✗
Voicemail Deposit	Unlimited	✓
Voicemail Retrieval	Unlimited	✓
Excess Data	$10 for extra 2GB blocks (charged per 2GB, rounded up to the nearest GB)	✗
Premium SMS	Not Available	✗

International Roaming – International Roaming is not available on iiNet Mobile SIM Only Plans.

*For full rates and a complete understanding of Inclusions & Exclusions, visit **iinet.net.au/mobile-callrates**

Other Information

Usage Information
You can monitor your iiNet Mobile usage by logging into Toolbox online at **toolbox.iinet.net.au**

International Roaming
International Roaming is not available on iiNet Mobile SIM Only Plans.

Customer Support
Email: **support@iinet.net.au**
Phone: 13 22 58

Complaints Handling
If you have a dispute with iiNet and wish to take the matter further, please follow the escalation process outlined at **help.iinet.net.au/complaint-handling-policy**

Further Options
If you are not satisfied with our handling of your complaint and you have escalated this within iiNet, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058)

This is a summary only – the full terms and conditions for this service are available at **iinet.net.au/mobile**.