# Critical Information Summary

# iiNet Mobile SIM Only Plan – Small

## Information About The Service

### Service Description
The iiNet Mobile SIM Only **Small Plan** is a SIM only mobile service. The underlying network is the Vodafone mobile digital network (4G).

The plan includes a discount each month to reduce the plan fee from $19.99 to $4.99 each month you remain on the plan. It includes the following monthly Included Value for use within Australia:

- 8GB 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 **Small 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, International Roaming, 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, and Premium MMS are not available.

**Excess Data:** The **Small 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. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit iinet.net.au/mobile-coverage.

## Information About Pricing

| Plan | Small Plan |
|---|---|
| Upfront Cost / Minimum Monthly Charge | $4.99 ($19.99 with $15 discount) |
| Included Value | Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers |
| Included Data | 8GB (charged per KB or part thereof) |
| Cost of Data Usage ($/MB) | $0.0024 |
| Early Termination Charge | N/A |
| Cost of 1MB Excess Data | $10 for 2GB blocks (charged per 2GB, rounded up to the nearest GB) |

**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-callrates** 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** – Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see iinet.net.au/mobile/intlroaming.

*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**
While roaming, calls, SMS, MMS and data usage will be charged to your Prepaid Balance (if available) on a "pay as you go" basis at significantly higher rates than in Australia. You can find the list of Eligible Countries and Roaming Rates at iinet.net.au/mobile/intlroaming.

International roaming is automatically activated on this plan. You can deactivate it by logging in to Toolbox online at toolbox.iinet.net.au or by calling 13 22 58. Charges for using International Roaming are not part of your plan's Monthly Included Value. We highly recommend that you disable Mobile Data in your device settings to ensure that you do not incur unexpected and high data usage fees whilst roaming. It may take up to 48 hours for international roaming usage to be shown in Toolbox.

**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**.