

# Critical Information Summary:

## Mobile Broadband

### Information About The Service

iiNet mobile Broadband is a high speed 3G or 4G wireless broadband services, with extensive national coverage via the Optus mobile broadband network.

#### Required Services & Availability

You will require a suitable 3G or 4G modem, tablet, or other device to connect your service. If you don't already have one, iiNet can sell you a suitable device (if ranged) on a monthly repayment option or with an upfront cost.

#### Minimum Term

A minimum term of 1 Month applies to 3G & 4G Mobile Broadband services.

#### Included Features

There are a range of value-added services included with iiNet mobile Broadband (such as email accounts, 1GB Web space, and protection). These are documented on our website.

iiNet mobile Broadband availability can be checked using our online coverage checker, which is available at [www.iinet.net.au/internet/broadband/mobile/coveragemap/](http://www.iinet.net.au/internet/broadband/mobile/coveragemap/)

### Information About Pricing

#### Setup Fee

An iiNet mobile Sim is required in order to use the service. A \$20 charge applies for an iiNet mobile Broadband Sims (either dual cut or nano Sim); this includes delivery anywhere in Australia.

#### Monthly Charges

There are currently three iiNet 3G mobile Broadband plans and four iiNet 4G mobile Broadband plans, all as shown in the following tables:

3G Plan Names	Monthly Included data		Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Unit Cost 1GB of data included in plan
	Peak (7am – midnight EST)	Off-Peak (midnight – 7am EST)			
3G Mobile Broadband Plan 2GB	1GB	1GB	\$14.95	\$34.95	\$7.47
3G Mobile Broadband Plan 4GB	2GB	2GB	\$19.95	\$39.95	\$4.99
3G Mobile Broadband Plan 8GB	4GB	4GB	\$29.95	\$49.95	\$3.74

4G Plan Names	Monthly Included Data	Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Unit Cost 1GB of data included in plan
4G Mobile Broadband Plan 5GB	5GB	\$29.95	\$49.95	\$5.99
4G Mobile Broadband Plan 10GB	10GB	\$34.95	\$54.95	\$3.49
4G Mobile Broadband Plan 15GB	15GB	\$54.95	\$74.95	\$3.66
4G Mobile Broadband Plan 20GB	20GB	\$74.95	\$94.95	\$3.74

- As there are no contract terms applied, the Total Minimum & Maximum cost of the service is as above.

### Excess Usage Charges

if you use more than the monthly inclusion of 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

- The Excess usage charge on 3G mobile Broadband Services are 5c/mB
- The Excess usage charge on 4G mobile Broadband Services are 2c/mB

3G billing records are available via toolbox within 20 minutes of usage. Please be aware that billing information is not received instantly by iiNet on 4G, 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.

## Other Information

### Call and Data Information

iiNet mobile customers can obtain information:

- On iiNet mobile usage pricing at <http://www.iinet.net.au/internet/broadband/mobile/>
- on their iiNet mobile usage at [www.toolbox.iinet.net.au](http://www.toolbox.iinet.net.au)

### Customer Service

you can contact iiNet Customer Service by calling 13 22 58; emailing us at [support@iinet.net.au](mailto:support@iinet.net.au); or by referring to our help website at <http://www.iinet.net.au/iihelp/>

### 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](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](http://www.tio.com.au/making-a-complaint)