

## Critical Information Summary:

### Mobile Voice - \$19.99 SIM Only Plan

#### Information About The Service

iiNet Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 4G technology - you'll need to bring your own mobile phone handset. A minimum term of one month applies to iiNet Mobile Voice services.

#### What's Included

This plan has \$400 included value for standard calls and messages and 2GB of included data each month.

Your monthly included value for calls and messaging can be used within Australia for standard national voice calls, national video calls, standard SMS and MMS to numbers in Australia and overseas, calls to 1300/13 numbers, voicemail and national diversions. Calls to 1800 numbers are not charged. Unused value and data will expire at the end of each monthly period.

#### What's not Included

Your monthly included value for calls and messaging cannot be used towards international voice including calls to fixed lines or mobiles, calls that switch/divert or re-route overseas, international diversions, international roaming, international video calling, 124 YES (937), content packs (unless specified in promotions), directory assistance, premium calls/SMS/MMS, VOIP services and usage, and 19XX services.

Some services may not be available on all handsets. Please contact your handset supplier or manufacturer's website for details.

#### Minimum Term

There is no minimum term. Your only commitment is the 'one month rolling contract' in paying the next month's rental in advance.

#### Information About Pricing

Plan Name	Monthly Included Value for Calls & Messaging	Monthly Included Data	Monthly Charge	Total Minimum Price (incl \$10 SIM charge)	Excess Data
\$19.99 Plan	\$400	2 GB	\$19.99	\$29.99	\$10 per GB (or part thereof)

Total Minimum Price is calculated as \$10 SIM charge (including delivery) plus one month of iiNet Mobile Voice plan.

If you use more than the monthly inclusion of calls, texts or data, or you use other services that are not part of the monthly inclusion you will incur charges above the 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 after the usage charge has been incurred. This delay means that spend limits can be out of date by the time they are applied.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.

#### Excess Data Blocks

Any excess data usage above your monthly inclusion will automatically be charged at \$10 per GB (or part of a GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

#### Setup Fee

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

- A \$10 charge applies for an iiNet Mobile SIM (either standard, Micro, or Nano SIM); this includes delivery 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 termination charges.

## Call Rates

Calls to standard Australian landlines	\$0.90 per minute + \$0.35 flagfall
Calls to Australian mobiles	\$0.90 per minute + \$0.35 flagfall
Standard SMS to Australian mobiles	\$0.25 per message

Detailed charges for calls, SMS and MMS can be found at <https://www.iinet.net.au/business/small/mobile-office/mobile-sim/terms/>.

## Standardised Cost Information

<b>2 Minute Standard National Mobile Call</b>	A 2 minute national mobile call will cost \$2.15.  If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 186 calls from your included value each month.
<b>One Megabyte of Data within Australia</b>	Using one Megabyte of data within Australia will cost \$0.01. Data usage above your monthly inclusion will be charged at \$10 per GB (or part thereof).

## 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](http://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.
- Charges apply to all data sent and 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. More information can be found at <https://www.iinet.net.au/business/small/mobile-office/mobile-sim/international-roaming/>.

### Fair Usage Policy

We've partnered with Optus to deliver the iiNet mobile service and the Optus Fair Use Policy applies to your use of the iiNet mobile service. The Optus Fair Use Policy can be found in the mobile voice service description at <http://www.iinet.net.au/about/legal/>.

### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via 13 24 49 or emailing [bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au), or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://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](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).