Critical Information Summary:

Mobile Voice

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, or purchase one from our range. A minimum term of one month applies to iiNet Mobile Voice services.

If you have an active iiNet internet service (excluding Mobile Broadband and Dialup) on the same account as your Mobile Voice service, you will receive double the monthly included data for your Mobile Voice service while you continue to bundle the internet and Mobile voice services on the same account.

What's Included

Standard national voice calls, standard national SMS and MMS, calls to 1300/13 numbers, Voicemail and national diversions. Calls to 1800 numbers are not charged.

International SMS & MMS, and National Video calls ($15 & $30 plans only).

What's not Included

International Voice including calls to fixed lines or GSM 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.

International SMS & MMS, and National Video calls ($45 Plan only).

Charges for these calls, SMS and MMS can be found at **iinet.net.au/phone/mobile-phones/terms/**

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

Information About Pricing

Minimum Monthly Charge

There are currently three iiNet Mobile plans, as shown in the following table.

Plan Name	Monthly Included Standard Calls & Text	Monthly Included Standard Calls	Monthly Included Standard Text	Monthly Included Calls to iiNet Mobiles	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price**
15 Plan	$200	-	-	-	200 MB (400 MB if bundled)	$15.00	$35.00
30 Plan	-	$500	All Included	All Included	1 GB (2 GB if bundled)	$30.00	$50.00
45 Plan	All Included	-	-	All Included	2 GB (4 GB if bundled)	$45.00	$65.00

*** Total Minimum Price includes $20 SIM charge (including delivery), plus one month of IiNet Mobile Voice plan rental.*

Maximum Monthly Charge

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

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

- A $20 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.

Mobile Handsets

You will need to have or sign up for a SIM plan in order to purchase a mobile handset from us. You can purchase a mobile handset from us by paying for it outright or in instalments. If you pay for your handset in instalments, your SIM plan must remain active for the duration of the repayment term. If you cancel your SIM plan during the repayment term, we will charge you the remaining outstanding instalments in full on your next invoice

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.

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 $0.075 on the $15 plan; $0.03 on the $30 plan; $0.0225 on the $45 plan. Any excess data usage above your monthly allowance will be charged at $0.05 per MB

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Plan Name	Number of standard national mobile calls each of 2 minutes duration
15 Plan	93
30 Plan	232
45 Plan	All Inclusive

Other Information

Call and Data Usage Information

iiNet Mobile customers can obtain information:

- On iiNet Mobile usage pricing at www.iinet.net.au/phone/mobile-phones/sim-only/
- 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.
- 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 customer service for Support & Billing assistance via **13 22 58** or emailing **support@iinet.net.au**, or for Sales assistance via **13 19 17** or emailing **sales@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**