Critical Information Summary:

IINET MOBILE SMALL PLAN

Information About The Service

Service Description

The iiNet Mobile **Small Plan** is a $19.99 per month prepaid, 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:

• 8GB Included Data

• Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers.

Recurring charges are payable monthly in advance. You can make additional prepayment if you wish to make any excluded calls or usage that will incur excess charges. Payment options are Direct Debit or Credit Card.

Minimum Term

iiNet Mobile Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance of any additional payment 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

Supply of the Service does not require bundling with any other iiNet plan. It is not a requirement of iiNet Mobile Services that customers acquire 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. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported. You will need to prepay additional funds to your prepaid balance if you wish to make any excluded calls or usage that will incur excess charges.

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 more than 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, your service will become inactive until your prepaid balance is topped up.

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 the website **www.iinet.net.au/mobile-callrates.**

Coverage

Customers can only obtain 4G speeds when they use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas as per the detailed map listed at **www.iinet.net.au/mobile-coverage**. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G and speeds will be much less than that of 4G. When inside 4G coverage areas 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	Small Plan
Monthly Charge	$19.99
Included Value	N/A
Included Data	8GB (charged per KB or part thereof)
Upfront fee	$0.00
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 rate applies Visit **www.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	✗
1900 Numbers	Not Supported	✗
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 Supported	✗

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

* For full rates and a complete understanding of Inclusions & Exclusions, visit the website **www.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 are charged at higher rates than they are used in Australia.

Charges for using International Roaming are not part of your plan's Monthly Included Value. We highly recommend you disable Mobile Data before going overseas to ensure that you do not incur unexpected and high data usage fees whilst roaming.

Please be aware there is often a lag of up to 30 days before the roaming usage is shown in Toolbox due to the delay in receiving your roaming usage records from overseas network carriers.

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 **www.iinet.net.au/mobile**.