

## 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 \$550 included value for standard calls to Australian and international landlines and mobiles, and standard SMS to Australian and international mobiles, and 2GB of included data each month, all for use within Australia.

Your monthly included value for calls and SMS can be also used within Australia for 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 SMS cannot be used towards calls that switch/divert or re-route overseas, international diversions, international roaming, national and international video calling, 124 YES (937), content packs, directory assistance, national and international MMS, 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

This plan is on a rolling month-by-month contract which you can cancel at any time.

#### Information About Pricing

Plan Name	Monthly Included Value for Calls & SMS	Monthly Included Data	Monthly Charge	Total Minimum Price (incl \$10 SIM charge)	Excess Data
\$19.99 Plan	\$550	2GB	\$19.99	\$29.99	\$10/GB (or part thereof)

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

You will need to pay the next month's monthly charge in advance. 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 This delay means that spend limits can be out of date by the time they are applied.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

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 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.

#### 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
Standard SMS to International mobiles	\$0.35 per message
Calls to standard international landlines and mobiles	Refer to specific international destination rates found here: <a href="https://www.iinet.net.au/mobile/call-rates">https://www.iinet.net.au/mobile/call-rates</a>

Detailed charges for calls, SMS and MMS can be found at <https://www.iinet.net.au/mobile/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 255 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 [www.iinet.net.au/phone/mobile-phones/sim-only/](http://www.iinet.net.au/phone/mobile-phones/sim-only/)
- 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 & 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/mobile/international-roaming/>

### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@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)