Critical Information Summary

iiNet CIS SIM Only Classic Mobile Plans

Information About The Service

Service Description: iiNet SIM Only Mobile Plans are prepaid month to month mobile services with the specified included usage and included data, supplied using the Vodafone mobile network. All inclusions are for use in Australia.

iiNet mobile plans are paid each month in advance and automatically renew every month until you cancel. Recurring charges are payable monthly in advance, seven days before the start of the next billing cycle. Payment options are Direct Debit or Credit Card.

Classic Mobile Plans are only available by invitation to selected iiNet customers. If, after being connected to this pricing plan, you change to a different mobile pricing plan or disconnect your mobile service, you will not be able to return to this pricing plan or reactivate your mobile service on this pricing plan.

Minimum term: Your plan will automatically renew every month, and your plan fees will be invoiced seven days before the start of the next billing cycle. You can cancel the Service at any time by calling Customer Support. Subject to your consumer law rights, if you cancel your mobile plan part way through your billing cycle you won't receive a refund of your plan fees for a partial period or for any unused Prepaid Balance.

Information About Pricing

	Small Classic Plan
Standard Monthly Plan Fee (Minimum Monthly Charge)	$15
Included Data (charged per KB or part thereof)	8GB
Cost of using 1MB of data	$0.0018/MB
Mobile Network Access	4G
Speed Cap	150Mbps
Standard National Calls, SMS, and MMS	Unlimited
Early Termination Charge	Not Applicable
Cost of Extra Data (charged per 2GB, rounded up to the nearest GB)	$10 for extra 2GB Requires Prepaid Balance

Promotions and special offers: This summary does not include any special offers or promotions that may be offered on this plan, such as discounts or bonuses.

Bundling Arrangements and Mandatory Goods

You are not required to bundle this service.

It is not a requirement that customers acquire handsets or other equipment from iiNet. However, you must have a compatible mobile phone to be able to use this service.

Excluded Usage

You can make additional prepayment (Prepaid Balance) if you wish to make any excluded calls or usage that will incur excess charges. Minimum top-up is $10.

See Call and Other Usages Rates below for a pricing summary of key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit **iinet.net.au/mobile-callrates**

Extra Data: These plans have a specified amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use up the amount of Included Data, we will charge $10 out of your Prepaid Balance to increase the amount of Included Data available in that billing cycle by 2GB. If there are insufficient funds in your Prepaid Balance, mobile data will be unavailable until your Prepaid Balance is topped up or until your next billing cycle commences.

Coverage and Speeds

Customers require a 4G (LTE 1800/850 MHz) or 5G enabled phone to use within our coverage areas, as applicable. See **iinet.net.au/mobile/coverage** for further information.

Mobile Data is capped to a maximum speed of 150Mbps. This is the maximum speed that you may get access to and the speed you experience may be slower.

Actual coverage areas and network speeds vary due to factors such as your device, location, available bandwidth, and source of download.

Call and Other Usage Rates

Usage Types in Australia	Rates	Plan Inclusion
Calls to Standard Australian Numbers	Unlimited	✓
SMS and MMS to Standard Australian Numbers	Unlimited	✓
Call Diversions to Standard Australian Numbers	Unlimited	✓
Calls to 13, 1300, 18, and 1800 Numbers	Unlimited	✓
Calls to iiNet Support (13 22 58)	Unlimited	✓
Voicemail Deposit and Retrieval	Unlimited	✓
Calls to Directory Assistance (1223)	$2 per call	Prepaid Balance required
Calls to Standard International Numbers (Mobiles and Landlines)	Standard international call rates apply - see **iinet.net.au/international-calls**	Prepaid Balance required
SMS to Standard International Numbers	50¢ per message (max 160 characters)	Prepaid Balance required
MMS to Standard International Numbers	75¢ per message	Prepaid Balance required
SMS Delivery Reports to Standard Australian Numbers	Unlimited	✓
SMS Delivery Reports to International Numbers	75¢ per message	Prepaid Balance required
Video Calls to Australian and International Numbers	Not Available	×
Call Diversions to International Numbers	Not Available	×
Premium SMS and Premium MMS	Not Available	×
Calls and SMS to 19 Numbers	Not Available	×
Extra Data	$10 per extra 2GB (charged per 2GB blocks or part thereof)	Prepaid Balance required
International Roaming	International Roaming rates apply – see **help.iinet.net.au/iinet-international-roaming-rates**	Prepaid Balance required

For full rates and a complete understanding of Inclusions & Exclusions, visit **iinet.net.au/mobile-callrates**

International Roaming: International Roaming is automatically activated for services connected on or after 29 November 2023. You can deactivate or manage your roaming settings by logging in to **toolbox3.iinet.net.au** or by calling +61 2 7210 2363.
International Roaming is not included in your plan, and roaming charges are in addition to your Monthly Plan Fee. Where roaming is available, calls, SMS, MMS, and data usage are charged to your Prepaid Balance (if available) on a "pay as you go" basis at significantly higher rates than in Australia. You can find the list of Eligible Destinations and Roaming Rates at **help.iinet.net.au/iinet-international-roaming-rates**
If you wish to use International Roaming, it is recommended that it is turned on before leaving Australia. If you need to turn on International Roaming after leaving Australia, please call us on +61 8 9214 2222 from any phone. We highly recommend that you disable Mobile Data in your device settings to ensure that you do not incur unexpected and high data usage fees whilst roaming. It may take up to 48 hours for international roaming usage to be shown in Toolbox.

Other Information

Usage Information
You can monitor your iiNet Mobile usage by logging into Toolbox online at **toolbox3.iinet.net.au**

Customer Support
Email: **support@iinet.net.au**
Phone: 13 22 58

Complaints Handling
If you have a dispute with iiNet and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team, by email: **customer-relations@iinet.net.au**

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 **iinet.net.au/mobile**. iiNet's Acceptable Use Policy applies to use of Plan inclusions. This includes the use of 'Unlimited' offerings. Head to **iinet.net.au/about-us/legal/cra**