

This Critical Information Summary does not reflect any promotions we may offer from time to time.

PLAN: SIM ONLY MOBILE – OPTUS 4G 12-MONTH TERM

Service Description

This plan provides you with a SIM Only Mobile Voice service with unlimited calls & text to standard national numbers (Inc. 1300 numbers) and a nominal amount of data to use each month. This service does not include a handset and is only available in Optus 4G coverage areas. Some plans offer international calling inclusions.

Plan Details	NL-OC-5GB	NL-OC-15GB	NL-OC-30GB	NL-OC-50GB	NL-OC-80GB
Minimum Monthly Charge	\$25	\$35	\$45	\$55	\$65
Monthly Data Allowance	5GB	15GB	30GB	50GB	80GB
Standard national calls and text	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard international calls and text allowance	n/a	n/a	n/a	\$500	\$500
Excess Data Charges	Charged automatically in increments of \$15.00 per 1GB of data or thereof . Excess data charges capped at \$150.00 per month (equal to 10GB of excess data), after which we may suspend your service.				
Term	12-Months				
SIM Card Fee	\$10.00				
Early Termination Fee	Early termination charges apply based on the number of months remaining in your term calculated as: $\text{Months Remaining} \times \text{Minimum Monthly Charge}$				
Total Minimum Cost	\$35	\$45	\$55	\$65	\$75
Cost of a 2-min Standard National Mobile Call	n/a	n/a	n/a	n/a	n/a
Cost of a Standard National SMS	n/a	n/a	n/a	n/a	n/a
Cost per 1MB of data	\$0.005	\$0.002	\$0.002	\$0.001	\$0.001

INFORMATION ABOUT THE SERVICE

Service Availability

This service is available in Optus 4G coverage areas to customers who use a Smartphone only. You can check your mobile coverage at: <https://www.innotel.com.au/mobile/coverage>

Bundling

There is no requirement to bundle these plans with other services.

What's not included

This plan does not include a handset. You must provide a suitable handset capable of working on the Optus 4G network or purchase one outright from innoTel.

Your plan does not include any Overseas Roaming allowances and you need to contact us to activate International Roaming if you intended to travel with

this service. Calls to premium numbers (e.g. 19xx numbers) and some satellite numbers are not available with this service.

SMS Alerts for Data Usage

SMS alerts will be sent to you when you reach 50%, 85% and 100% of your monthly data allowance. There may be delays of up to 72-hours with these alerts.

Qualifications

In the month of activation and cancellation, any data and call allowances will be pro-rata for the number of days the service is active. Any unused allowances expire and the end of your billing cycle.

International Call and Text Allowance

If your chosen plan includes an international call and text monthly allowance, once you have exhausted that allowance, you will be charged our standard international call rates - see next page.

International Calls

Calls to international destinations not included in your plans allowance vary in price. A list of countries and their call rates are listed at: www.innotel.com.au/mobile/international-rates/

International Roaming

International Roaming is disabled by default. To activate International roaming, please contact customer service after you have received your SIM card. While roaming, calls, SMS/MMS & data are charged at higher rates and are not part of your plan's allowances. We recommend disabling Mobile Data before travelling to ensure you do not incur unexpected & high data usage fees. Delays of up to 30-days can be expected before roaming usage appears in the portal and your bill due to delays receiving usage records from overseas carriers.

SIM card replacement fee

If you lose or damage your SIM card, a \$20.00 replacement fee is applicable, which includes postage.

Plan Changes

Plan changes take effect on the 1st of the next month and do not attract a fee

Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, we will give you 30-days' notice before the increase takes place.

If you fail to pay your invoices on the due date specified in your invoices, a late payment fee of \$15.00 will be applied to your account and your services may be suspended or cancelled.

BILLING INFORMATION

Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle (calendar month). When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- any additional / non-recurrent charges (e.g. call charges, connection, hardware fees etc).

Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account and EFT/Bank Transfer

are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: www.innotel.com.au/policies/

Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost of \$2.50 per month.

OTHER INFORMATION

Full Terms

This information is provided as a summary only. For full terms please visit www.innotel.com.au/policies/ for our Standard Form of Agreement (SFOA).

Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

Contact Us

We're here to help, so if you have questions or need assistance, please contact us on 1300 736 048. Our team is available between 9am and 5.30pm (AEST) Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review our complaint handling policy at www.innotel.com.au/policies/.

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting www.tio.com.au as a last resort.

The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document