

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

PLAN: SIM ONLY MOBILE – TELSTRA 4G

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 Telstra 4G coverage areas. Some plans offer international calling inclusions.

Plan Details	NL-T-1GB	NL-T-4GB	NL-T-10GB	NL-T-20GB	NL-T-40GB	NL-T-60GB	NL-T-100GB
Minimum Monthly Charge	\$15	\$30	\$35	\$45	\$55	\$70	\$85
Monthly Data Allowance	1GB	4GB	10GB	20GB	40GB	60GB	100GB
Standard national calls and text	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard international calls and text to 10 select countries	n/a	n/a	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
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	1-Month						
SIM Card Fee	\$10.00						
Early Termination Fee	No Early Termination Fee is applicable						
Total Minimum Cost	\$25	\$40	\$45	\$55	\$65	\$80	\$95
Cost of a 2-min Standard National Mobile Call	n/a	n/a	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	n/a	n/a
Cost per 1MB of data	\$0.015	\$0.008	\$0.004	\$0.002	\$0.002	\$0.001	\$0.001

INFORMATION ABOUT THE SERVICE

Service Availability

This service is available in Telstra 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 Telstra 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 for 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, you will receive unlimited calls and SMS from within Australia to China, Hong Kong, Malaysia, Singapore, UK, Germany, India, New Zealand, South Korea and USA. Standard call rates apply to other countries.

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 on 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.

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.