

## Mobile SIM-Only 4G-VNL Month to Month Plans

Plan	VNL-1	VNL-2	VNL-3	VNL-5	VNL-8	VNL-10	VNL-20
<b>Monthly Minimum Charge</b>	<b>\$25</b> per month	<b>\$30</b> per month	<b>\$35</b> per month	<b>\$40</b> per month	<b>\$50</b> per month	<b>\$55</b> per month	<b>\$90</b> per month
<b>Standard national calls and text</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>Included Monthly Data Allowance</b>	<b>1.5GB</b>	<b>2GB</b>	<b>3GB</b>	<b>5GB</b>	<b>8GB</b>	<b>10GB</b>	<b>20GB</b>
<i>Cost of a 2 Min Standard National Call</i>	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>
<i>Cost of using 1MB within Australia</i>	<i>\$0.017</i>	<i>\$0.015</i>	<i>\$0.012</i>	<i>\$0.008</i>	<i>\$0.006</i>	<i>\$0.006</i>	<i>\$0.005</i>
<b>Excess Mobile Data</b>	Charged automatically in increments of <b>\$15 for each 1GB of extra data you use or part thereof</b>						
<b>Sim card fee</b>	<b>\$5 per SIM card</b>						
<b>Total Minimum Cost</b>	<b>\$30</b>	<b>\$35</b>	<b>\$40</b>	<b>\$45</b>	<b>\$55</b>	<b>\$60</b>	<b>\$95</b>

### INFORMATION ABOUT THE SERVICE

#### Service Description

The **innoTel SIM-Only 4G-VNL Mobile** plans offer included call and data allowances for use in Australia. Transfer your current mobile number or connect a new number. **All pricing is Inclusive of GST.**

#### Service Availability & Requirements

Available to customers with a current Australian Business Number (ABN) and a suitable mobile handset that is approved for use in Australia, is unlocked and is capable of working on the Vodafone network [4G: 700MHz (28), 850MHz (5), 900MHz (8), 1800MHz (3) and 2100MHz (1) LTE bands or 3G: 850MHz (5), 900MHz (8) and 2100MHz (1)] or you can purchase a handset outright from innoTel. You can check mobile coverage in your area at: [innotel.com.au/mobile/coverage/4g-v](http://innotel.com.au/mobile/coverage/4g-v)

#### Minimum Contract Term

1-Month minimum term.

#### Bundling

No bundling arrangement is required for these plans.

#### What is included in this plan

Plans include calls to Australian landlines & mobiles, Calls to 13/1300/1800 numbers, Voicemail, SMS and MMS to Australian numbers and a nominal data allowance for use within Australia.

#### What is not included in this plan

Plans exclude International Calls/SMS/MMS, Calls made or received while overseas (Roaming), Video calls, Calls to directory assistance and satellite phones. Premium Services & calls to 1900 numbers are not supported on these plans.

### INFORMATION ABOUT THE PRICING

#### Minimum Monthly Charge

The min. monthly charge is outlined in the table above.

#### Maximum Monthly Charge

Your max. monthly charge will vary and depends on usage that is outside of your plan allowance.

#### Call Rates

The following details the call rates for these plans. Timed calls are billed in per-60 second increments.

Call Type	Call Rate
Calls to Standard Australian Numbers	Included in plan
Diversions to Standard Australian Numbers	Included in plan
Calls to 13/1300/1800	Included in plan
International Calls	From 15c p/min. (visit website for rates)
SMS to Australian Numbers	Included in plan
SMS to International Numbers	50c per message (max 160 characters)
MMS to Australian Numbers	Included in plan
MMS to International Numbers	75c per message
Voicemail Deposit & Retrieval	Included in plan
Video Calls to Australian Numbers	\$2 per minute + 40c flagfall
Video Calls to International Numbers	\$4 per minute + 40c flagfall
Directory Assistance	\$2.50 per call
Excess Mobile Data	See 'Excess Mobile Data Usage in Australia'
Calls to 1900	Not Supported
Premium SMS	Not Supported

### Mobile SIM-Only 4G-VNL Month to Month Plans

#### Excess Mobile Data Usage in Australia

If you use more than your Included Data allowance you will be charged automatically in increments of \$15 for each 1GB of extra data you use or part thereof.

#### 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.

#### International Calls

Calls to international destinations vary in price. A list of countries and their call rates are listed at: [www.innotel.com.au/mobile/international-rates/](http://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 your portal and 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 1<sup>st</sup> of the month and do not attract a fee.

#### Early Termination Charge

No early termination charges are applicable.

### BILLING INFORMATION

#### Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle. 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).

#### Managing your Spend

An overview on the tools and information available to help you manage your spend is available on our website at [www.innotel.com.au/docs/policies/innoTel - Spend Management v1 \(2016-06-02\).pdf](http://www.innotel.com.au/docs/policies/innoTel - Spend Management v1 (2016-06-02).pdf)

#### Payment Methods

innoTel offer a range of payment methods. Direct Debit (Bank Account) & EFT/Bank Transfer are free of surcharge. Paying by other methods may attract a fee. Payment methods and surcharges that apply can be viewed in our Schedule of Fees and Charges at: [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/)

#### Receiving your Monthly Bills

Email billing is free of charge, while receiving a paper bill attracts a \$2.50 charge (per bill).

### OTHER INFORMATION

#### Full Terms

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

#### Access to your usage information

Call and data usage information can be viewed via the innoTel customer portal: <http://portal.innotel.com.au/>

#### Information about our Services

Additional information about our services, including managing your spend, network information and other key information are available on our website at: [www.innotel.com.au/docs/policies/innoTel - Information About Our Services v1 \(2016-03-09\).pdf](http://www.innotel.com.au/docs/policies/innoTel - Information About Our Services v1 (2016-03-09).pdf)

#### Contact Us

We're here to help, so if you have questions about your bill, your service or need technical assistance, please contact us on **1300 736 048**. Our service team are available between 9am and 5.30pm Monday to Friday.

innoTel prides 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/](http://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](http://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.*