

## Critical Information Summary:

# INTERNODE MOBILE 30GB with Talk & Text PLAN

## Information About The Service

### Service Description

The Internode Mobile **30GB with Talk & Text Plan** is a \$39.99 per month prepaid, SIM only, mobile service with the specified included value and included data. The underlying network is the Vodafone mobile digital network (3G/4G).

The service includes the following monthly Included Value for use within Australia:

- 30GB Included Data
- Unlimited Calls, SMS & MMS to Standard Australian Numbers (includes 13/1300)
- 100 International minutes per month (Excludes calls to satellite phones)

Recurring charges are payable monthly in advance. You can make additional prepayment if you wish to make any excluded calls or usage that will incur excess charges. Payment options are Direct Debit or Credit Card.

### Minimum Term

Internode Mobile Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance of any additional payment for usage that is not within the included value for your plan will not be refunded to you but will be retained by Internode Pty Ltd.

### Bundling Arrangements & Mandatory Goods

Supply of the Service does not require bundling with any other Internode plan. It is not a requirement of Internode Mobile Services that customers acquire handsets or other equipment from Internode. However, you must have a compatible mobile handset to be able to use this service.

## Information About Pricing

Plan	30GB with Talk & Text Plan
Monthly Charge	\$39.99
Included Value	100 International minutes per month
Included Data	30GB (charged per KB or part thereof)
Upfront fee	\$0.00
Early Termination Charge	N/A
Cost of a 2 Min Standard National Call	\$0.00
Cost of a Standard National SMS (up to 160 characters)	\$0.00
Cost of 1MB Excess Data	\$10 for 2GB blocks (charged per 2GB, rounded up to the nearest GB)

### Excluded Usage

The **30GB with Talk & Text Plan** excludes Excess Data, Calls to International Numbers after the first 100 minutes in a month, SMS and MMS to International numbers, Calls to Satellite phones, Third Party content, Video Calls to Standard Australian and International numbers, International Roaming, Directory Assistance and other Enhanced Services. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported.

**Excess Data:** The **30GB with Talk & Text Plan** has a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use more than the amount of Included Data, we will charge \$10 out of your prepaid balance to increase the amount of Included Data available in that particular billing cycle by 2GB. If there are insufficient funds in your prepaid balance, your service will become inactive until your prepaid balance is topped up.

See Call Rates and Other Usages Rates below for a pricing summary of excluded key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit the website [www.internode.on.net/mobile-callrates](http://www.internode.on.net/mobile-callrates)

### Coverage

Customers can only obtain 4G speeds when they use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas as per the detailed map listed at [www.internode.on.net/mobile-coverage](http://www.internode.on.net/mobile-coverage). When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G and speeds will be much less than that of 4G. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination.

### Call Rates\*

Usage Types in Australia	Rate	Plan Inclusion
Calls to Standard Australian Numbers	Unlimited	✓
Diversions within Australia	Unlimited	✓
13/1300 Numbers	Unlimited	✓
1800 Numbers	Unlimited	✓
Calls to Internode Support 1300 788 233	Unlimited	✓
International Calls (Mobiles & Landlines)	First 100 Minutes per month free Standard International rate applies thereafter Visit <a href="http://www.internode.on.net/mobile-internationalrates">www.internode.on.net/mobile-internationalrates</a> for rate	✓
Video Calls to Australian Numbers	\$1 per minute + 40c flagfall	✗
Video Calls to International Numbers	\$1.50 per minute + 40c flagfall	✗
1900 Numbers	Not Supported	✗
Directory Assistance 1223	\$2 per call	✗

### Other Usage Rates

Usage Types in Australia	Rate	Plan Inclusion
SMS to Australian Numbers	Unlimited	✓
SMS to International Numbers	50c per message (max 160 characters)	✗
MMS to Australian Numbers	Unlimited	✓
MMS to International Numbers	75c per message	✗
Voicemail Deposit	Unlimited	✓
Voicemail Retrieval	Unlimited	✓
Excess Data	\$10 for extra 2GB blocks (charged per 2GB, rounded up to the nearest GB)	✗
Premium SMS	Not Supported	✗

**International Roaming** - Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see [www.internode.on.net/mobile-roaming](http://www.internode.on.net/mobile-roaming)

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## Other Information

### Usage Information

You can monitor your Internode Mobile usage by logging into My Internode online at [www.internode.on.net/myinternode](http://www.internode.on.net/myinternode).

### International Roaming

While roaming, calls, SMS, MMS and data are charged at higher rates than they are used in Australia.

Charges for using International Roaming are not part of your plan's Monthly Included Value. We highly recommend you disable Mobile Data before going overseas to ensure that you do not incur unexpected and high data usage fees whilst roaming.

Please be aware there is often a lag of up to 30 days before the roaming usage is shown in "My Account" due to the delay in receiving your roaming usage records from overseas network carriers.

### Customer Support

Email: [support@internode.com.au](mailto:support@internode.com.au)  
Phone: 1300 788 233

### Complaints Handling

If you have a dispute with Internode and wish to take the matter further, please follow the escalation process outlined at [www.internode.on.net/complaints](http://www.internode.on.net/complaints)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Internode, 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 [www.internode.on.net/mobile](http://www.internode.on.net/mobile).

Information is current as of 21/10/2020, is subject to change without notice and all prices quoted include GST