

# Critical Information Summary

## Internode SIM Only \$25 Basic Mobile Plan

### Information About the Service

**Service Description:** The Internode SIM Only \$25 Basic Mobile Plan is 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. Internode 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.

The Internode SIM Only \$25 Basic Mobile Plan is only available by invitation to selected Internode 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's monthly bill cycle starts when you activate your SIM. Moving forward, your mobile plan will automatically renew every month, and your plan fees will be invoiced seven days before this day. 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

|                                                                                                                                                                                                                                                                                                                                                                                               | Basic Plan<br>(invitation only)                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Standard Monthly Plan Fee (Minimum Monthly Charge)                                                                                                                                                                                                                                                                                                                                            | \$25                                           |
| Included Data (charged per KB or part thereof)                                                                                                                                                                                                                                                                                                                                                | 25GB                                           |
| Cost of using 1MB of data                                                                                                                                                                                                                                                                                                                                                                     | \$0.0010/MB                                    |
| Mobile Network Access                                                                                                                                                                                                                                                                                                                                                                         | 4G                                             |
| Speed Cap                                                                                                                                                                                                                                                                                                                                                                                     | 150Mbps                                        |
| Standard National Calls, SMS, and MMS                                                                                                                                                                                                                                                                                                                                                         | Unlimited                                      |
| Standard Calls and SMS to 31 International Destinations<br>Bangladesh, Brazil, Canada, Chile, China, Colombia, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Puerto Rico, Romania, Singapore, South Korea, Spain, Taiwan, Thailand, United Kingdom, United States of America, Vatican City (Holy See) | 100 Minutes and 100 SMS                        |
| Early Termination Charge                                                                                                                                                                                                                                                                                                                                                                      | Not Applicable                                 |
| Cost of Extra Data (charged per 2GB, rounded up to the nearest GB)                                                                                                                                                                                                                                                                                                                            | \$10 for extra 2GB<br>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 Internode. 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 [internode.on.net/mobile-callrates](http://internode.on.net/mobile-callrates)

**Extra Data:** This plan has 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

A 4G [approved device](#) is required for these plans. 4G network access requires a 4G/5G approved device within our 4G coverage area. See [internode.on.net/mobile-coverage](http://internode.on.net/mobile-coverage) for further information.

Mobile Data is capped to a maximum speed of 150Mbps. This speed is the maximum potential speed that you may get access to and the speed you experience may be slower. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, available bandwidth, source of download, network congestion, or network coverage. For more info, head to [internode.on.net/mobile-coverage](http://internode.on.net/mobile-coverage).

## Call and Other Usage Rates

| Usage Types in Australia                                        | Rates                                                                                                                                                                                                | Plan Inclusion           |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Calls to Standard Australian Numbers (Mobiles and Landlines)    | 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 Internode Support (1300 788 233)                       | 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 for calls that aren't included in your plan – see <a href="http://internode.on.net/mobile-internationalrates">internode.on.net/mobile-internationalrates</a> | Prepaid Balance required |
| SMS to Standard International Numbers                           | 50¢ per message (max 160 characters) for messages that aren't included in your plan                                                                                                                  | 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                                           | Not Available                                                                                                                                                                                        | ×                        |

For full rates and a complete understanding of Inclusions & Exclusions, visit [internode.on.net/mobile-callrates](http://internode.on.net/mobile-callrates)

### International Roaming

International Roaming is not available on Internode SIM Only Mobile Plans.

## Other Information

### Usage Information

You can monitor your Internode mobile data and call usage by logging into My Internode online at [internode.on.net/login](http://internode.on.net/login)

### 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 make a complaint, please contact Customer Relations, a specialist complaint resolutions team, by email: [customer-relations@internode.com.au](mailto:customer-relations@internode.com.au) or call: 1300 788 233

### 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)

### For linked broadband services

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies [here](#).

This is a summary only – the full terms and conditions for this service are available at [internode.on.net/mobile](http://internode.on.net/mobile). Internode's Acceptable Use Policy applies to use of Plan inclusions. This includes the use of 'Unlimited' offerings. Head to [internode.on.net/about/legal/cra/](http://internode.on.net/about/legal/cra/)