

# Internode Mobile Critical Information Summary

## Internode Mobile CIS

### Information About The Service

**Service Description:** Internode SIM Only Mobile Plans are 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. This product is only available to existing Internode customers who: i) request a plan change for an existing Internode mobile service, and/or ii) add a new Internode mobile plan to an existing Internode account. 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.

**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

	Small Plan	Medium Plan	Large Plan
Standard Monthly Plan Fee (Minimum Monthly Charge)	\$25	\$35	\$45
Monthly Plan Fee (when bundled with Internode Internet)	\$25	\$30	\$40
Requires the mobile plan to be linked to an active Internode Internet service. If the Internode Internet service is unlinked or becomes inactive (for any reason), then the Standard Monthly Plan Fee will apply.			
Included Data (charged per KB or part thereof)	25GB	50GB	100GB
Cost of using 1MB of data	\$0.0010/MB	\$0.0007/MB	\$0.0004/MB
Mobile Network Access	4G	4G and 5G	4G and 5G
Speed Cap	150Mbps	150Mbps	250Mbps
Standard National Calls, SMS, and MMS	Unlimited		
Standard Calls and SMS to 31 International Destinations	100 Minutes and 100 SMS	Unlimited Minutes and Unlimited SMS	Unlimited Minutes and Unlimited SMS
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)			
Early Termination Charge	Not Applicable		
Cost of Extra Data (charged per 2GB, rounded up to the nearest GB)	\$10 for extra 2GB 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. Unless otherwise stated, promotional discounts offered cannot be used in conjunction with the available discount for bundling a mobile plan with Internode Internet. In this instance, the Bundling Discount will not apply for the period of your promotional discount but will apply after your promotional discount has concluded.

### 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:** These plans have 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

Customers require a 4G (LTE 1800/850 MHz) or 5G enabled phone to use within our coverage areas, as applicable. 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 or 250Mbps (depending on your chosen plan). These speeds are maximum potential speeds that you may get access to and the speed you experience may be slower.

Actual coverage areas and network speeds vary due to factors such as your device, location, available bandwidth, and source of download.

Information is current as of 02/08/2024, is subject to change without notice and all prices quoted include GST

## 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="https://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](https://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 usage by logging into My Internode online at [internode.on.net/login](https://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)

### 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 [internode.on.net/mobile](https://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/](https://internode.on.net/about/legal/cra/)