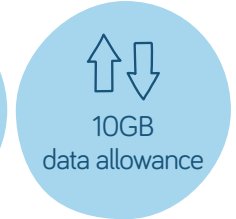
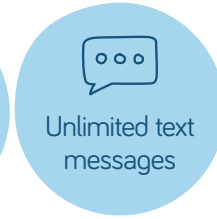
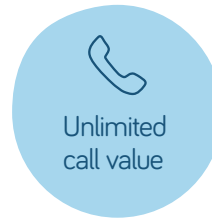


## Critical Information Summary

### \$19.90 Seniors SIM

#### 12-Month Contract

Total minimum cost is \$251.17 (including \$12.37 set-up fee)



Usage types in Australia	Amount (inc gst)	Included in this plan?
Standard national voice calls to Jeenee Mobiles	0c per minute	Unlimited
Standard national voice calls to other Australian mobiles	0c per minute	Unlimited
Standard national voice calls to fixed lines	0c per minute	Unlimited
Standard national SMS (up to 160 standard characters)	0c per SMS	Unlimited
Standard national MMS	0c per MMS	Unlimited
Standard national calls to 1800 numbers	0c per minute	Unlimited
Standard national calls to 13/1300 numbers	0c per minute	Unlimited
Voicemail deposits	0c per minute	Unlimited
Voicemail retrievals	0c per minute	Unlimited
Directory Assistance 1223	50c per call	✗
Standard national video calling	\$1.10 per minute plus 40c flagfall	✗

Excluded usage types in Australia	Amount (inc gst)	Included in this plan?
124YES	\$1.10 per minute plus \$1.75 flagfall	✗

International usage types from australia	Amount (inc gst)	Included in this plan?
International calls	\$50 value of International calls are included in this plan. See <a href="http://jeenee.org.au/important-information/international-call-rates/">jeenee.org.au/important-information/international-call-rates/</a> for a list International Call Rates	\$50
International SMS (up to 160 standard characters)	50c per SMS	✗
International MMS	75c per MMS	✗
International video calling	\$2.00 per minute plus \$0.35 flagfall	✗

Data usage in Australia	Amount (inc gst)	Included in this plan?
Monthly Data Allowance	10GB	✓
Excess data charges in Australia	\$10.00 per 1GB Top Up Block	✗

- Charges for other usage types can be found at [jeenee.org.au/terms-and-conditions](http://jeenee.org.au/terms-and-conditions)

## Information about the service

### Minimum term

This plan is contracted for 12 months.

The minimum total cost is \$251.17 over 12 months (including \$12.37 Set-Up Fee).

### Bundling arrangements

You don't need to bundle this plan with any other Jeenee Mobile service.

### Mandatory goods

You need to supply your own mobile phone to use this service.

## Information about pricing

### Minimum monthly charge

\$19.90 per month.

### Set-up fee

You must pay a \$12.37 Set-Up Fee with this plan. Any additional services to the same account will incur a \$12.37 Set-Up Fee each.

### Prepayment of Monthly Recurring Charge

This plan requires the pre-payment of the minimum monthly recurring charge (\$19.90 per month), which must be paid by direct debit in advance at all times.

### Cancellation fees - Early termination

The maximum early termination charge for this plan is \$238.80 which reduces by the minimum monthly charge (\$19.90) for every completed month. If you disconnect your service, or downgrade your plan to another plan with a lower monthly access fee before your contract term has ended, you will have to pay an early termination charge.

### Payment processing fee

This plan must be paid via Direct Debit from a nominated credit card. An active credit card authority must be maintained on your account at all times. otherwise a Non-Direct Debit Fee of \$2.00 per month may be charged. A payment processing fee of 1.06% is applicable for all payments made via Mastercard or Visa. If you pay your invoice prior to the due date by Mastercard or Visa no processing fees will be charged. If you pay by BPay you may

## Other information

### Tracking your spend

We'll provide you with SMS usage alerts once you've reached approximately:

- 50%, 70%, 85% and 100% of your Included Value or Included Data Allowance (whichever comes first).

Please note that Jeenee Mobile receives information regarding usage as follows:

- Included Call/SMS Usage - Up to 24 hours after you accrue it.
- Included Data Allowance - Up to 24 hours after you accrue it.

Therefore we may not be able to immediately warn you about heavy usage. You can also monitor your unbilled usage by:

Viewing your account at [jeenee.org.au/myjeeneemobile](https://jeenee.org.au/myjeeneemobile)

Download the Jeenee Mobile Usage Monitor at [jeenee.org.au/apps](https://jeenee.org.au/apps)

### Special promotions and value added services

This service is for eligible elderly Australians. To qualify for this discounted service recipients must be able to prove that they are a holder of either a valid Seniors Card, Age Pension, or a Veteran Affairs (DVA) health card.

### Jeenee Mobile Fair Use Policy

The Jeenee Mobile Fair Use Policy applies to 'unreasonable use', 'unacceptable use', 'commercial purpose use', 'non-personal use' and 'non-ordinary use' of this plan.

For further details visit [jeenee.org.au/policies](https://jeenee.org.au/policies)

be charged a \$1.00 BPay Fee (per payment). For details see our Consumer Terms at [jeenee.org.au/terms-and-conditions](https://jeenee.org.au/terms-and-conditions)

### Invoice fees

All Jeenee Mobile bills will be available online or sent to you to a nominated email address. You will not be charged to receive bills in this way. Jeenee Mobile does not offer a paper bill.

To see your bills online visit [jeenee.org.au/myjeeneemobile](https://jeenee.org.au/myjeeneemobile)

### Mobile calls and texts

Unlimited Standard National Mobile Calls is included in this plan.

Unlimited Standard national SMS to mobiles from within Australia is included in this plan.

### Data usage

Data will be counted in kilobytes, and includes both uploads and downloads. Once you've used your monthly Data Allowance, you'll automatically be charged \$10.00 for an additional 1GB Top Up (for that month). A maximum of 5 Top Ups per month can be added in any billing month after which you'll be charged at a rate of \$0.02 per MB.

### Other Fees & Charges

Late Payment Fee - \$15.00	Replacement SIM - \$15.00
Dishonour Fee - \$15.00	Non Direct Debit Fee - \$2.00
BPAY Fee - \$1.00	Plan Change Fee - \$7.50

### Using your service overseas

Your Included Value does not apply to phone usage if you are overseas. Also, your usage details and alerts may take longer than normal to update. For these reasons overseas roaming services are not offered by Jeenee Mobile.

### Customer Service

You can call the Jeenee Mobile HELP Centre on **1300 054 631** for free from your Jeenee Mobile for service on your account balance, usage status, payment details and other information.

### Customer complaints

You can contact our complaint resolution area by calling us on **1300 054 631**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only – the full Terms and Conditions for this plan can be found at [jeenee.org.au/terms-and-conditions](https://jeenee.org.au/terms-and-conditions)