

# Jeenee Mobile Standard Pricing Table Section 1

## – General Information and Charges

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### 1 About this standard pricing table

- (a)** This is the standard pricing table for the Jeenee Mobile Service.
- (b)** The agreement is made up of:
  - (i)** your application;
  - (ii)** the consumer terms;
  - (iii)** the service description;
  - (iv)** this standard pricing table and
  - (v)** the appendices.
- (c)** This standard pricing table is divided into the following sections:
  - (i)** Section 1 – General Information and Charges
  - (ii)** Section 2 – Current Offer Pricing Plans (Consumer);
  - (iii)** Section 3– Pricing Plans only Available as a Special Offer (Consumer);
- (d)** All charges are expressed as GST inclusive charges unless there are two charges shown – if a dollar amount is followed directly by another dollar amount in brackets, the first dollar amount is the GST exclusive charge and the dollar amount in brackets is the GST inclusive charge.
- (e)** You may also need to refer to an appendix to find out charges for the service. The terms of each section will tell you if charges are contained in an appendix
- (f)** The meaning of the words printed like this is set out in the service description or in the consumer terms.

### 2 How to use this standard pricing table

#### 2.1 Which pricing plan applies to you?

- (a)** The pricing plans are pricing offers available to eligible customers. Each pricing plan sets out its own eligibility requirements.
- (b)** If you have already completed your application for the service the name of your pricing plan will be indicated on your application. If you do not know the name of your pricing plan you it is indicated on your mobile bill.

#### 2.2 What charges are contained in the pricing plans?

- (a)** Your pricing plan generally sets out the amount of any:
  - (i)** connection or reconnection fee or flagfall,
  - (ii)** monthly access fee or monthly service charge,
  - (iii)** call charges for local calls and national long distance calls and other specified call types; and
  - (iv)** cancellation fees.
- (b)** The monthly access fee or monthly service charge is payable in advance and covers maintenance of our (or our Supplier's) network and your Jeenee SIM card.

#### 2.3 Where do you find charges for call types not covered by the pricing plans?

The pricing plans do not contain charges for all call types and they may exclude some call types from the discounts offered. There are also charges for the value added service features you may use and other types of charges for the service. You will find these additional charges in the Value Added Service Features Appendix and in this document which contains call charges and other charge types.

### 3 Pricing plans – included calls and call discounts

#### 3.1 Some pricing plans include a value of 'included calls' – can they be transferred or redeemed for cash?

- (a) Some pricing plans have a component of included monthly calls or included credits in the monthly access fee you pay us each month.
- (b) You cannot transfer any unused included calls or call credits beyond the month in which they accrue unless your pricing plan specifically permits the transfer.
- (c) If your service is cancelled for any reason any unused included calls or call credits will be forfeited, unless otherwise specified.

#### 3.2 What calls are covered by the included call component of your pricing plan?

- (a) In the included call options of your pricing plan, unless specified otherwise:
  - (i) 'voice' calls means calls made up of both voice and voicemail diversion and retrieval charges, whichever charges apply first in time until the included call value is used,
  - (ii) 'call credits' includes voice calls, voicemail deposit and retrieval calls, fax and data calls, 124YES and mobile originating SMS, which includes: international SMS originating from Australia, WAP CSD, WAP GPRS, and
  - (iii) 'call credits' excludes roaming, calls to 1900 numbers, SurePage Essential, other SurePage access fees, insurance, SureFax and VoiceMail Dial Out, directory assistance (1223), Group SMS, international MMS, Web SMS, Zoo Arcade and calls to \*188 and 966.
- (b) You should refer to the terms of your pricing plan for the types of calls included.

#### 3.3 Calls that are not eligible for the included call component of pricing plans

- (a) Some call types are not eligible for the 'included call' component of pricing plans including:
  - (i) international roaming calls (this service is not offered by Jeenee Mobile);
  - (ii) directory assistance calls (1223);
  - (iii) calls to \*188 and 966;
  - (iv) 190 calls except for the Jeenee Mobile charge component; and
  - (v) calls to special 1300 and 13 numbers;
  - (vi) Group SMS;
  - (vii) Premium SMS;
  - (viii) Third Party SMS;
  - (ix) Web SMS; and
  - (x) Optus Zoo Arcade.
- (b) You should refer to the terms of your pricing plan for the types of calls excluded and also refer to the Value Added Service Feature Appendix.

#### 3.4 Are fax and data calls eligible for pricing plan discounts?

Unless your pricing plan specifically includes fax and data calls, these call types are only eligible for the discounts set out in the FaxPlan and DataPlan.

### 4 How do we calculate call charges?

#### 4.1 How do we calculate the distance of a call?

- (a) The charges for some call types are distance based. Distance is calculated at the start of your call from the charging zone in which the base station that routes the call is located to the charging zone in which the receiving base station or exchange relating to the called party is located. A list of charging zones and charge points is contained in Charging Zones Appendix.

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- (b) We cannot guarantee that the base station that initiates or receives a call is the closest to your location when making or receiving the call. This will be determined by the strength of the signal and the capacity of base stations at the time of the call.

### 4.2 Will we charge you for an unsuccessful call?

We will not charge you for unsuccessful calls.

### 4.3 What is a peak or an off-peak call?

- (a) Call charges generally depend upon the time of day and the day of the week. Unless otherwise stated:
  - (i) peak is from 7am to 7pm, Monday to Saturday inclusive, and
  - (ii) off-peak is from 7pm to 7am Monday to Saturday inclusive, and all day Sunday (standard charging period).
- (b) If your pricing plan specifies peak and off-peak charging periods for local and national long distance calls then the standard charging periods will not apply to the calculation of your other call charges. In this case we will calculate all of your call charges using the peak and off-peak charging periods set out in your pricing plan.

### 4.4 How do we calculate the time of your call?

- (a) To calculate the time of a call we will use the local time recorded at the first mobile switching centre through which your call passes. This may not be the local time at the place the caller is located.
- (b) Generally the time of your call will be determined throughout a call. For example, if a call starts in a peak period and finishes in an off-peak period, the charge will be calculated pro-rata using the peak and off-peak rate.

### 4.5 How do we calculate the length of a call?

- (a) Depending on your rate plan you may be charged either per second, in 30 second intervals or per minute, and we round the charge to the nearest cent.
- (b) If charges are expressed as per thirty second interval, then charges for part of 30 seconds will be rounded up to the next thirty second interval.
- (c) If charges are expressed as a per minute charge, then charges for part of a minute will be rounded up to the next minute.

### 4.6 How do we calculate charges for data services?

- (a) We will charge you for the volume of data uploaded and downloaded to your mobile phone.
- (b) Charges are based upon 1 kilobyte increments and are rounded to the nearest cent.
- (c) Charges for part of a 1 kilobyte increment will be rounded up to the next 1 kilobyte increment.

## 5 Call charges

### 5.1 International Calls

- (a) (a) We will charge you for calls made to international destinations (not including calls to Inmarsat and Iridium) at Jeenee Mobile's international rates. These rates can be found by following this link <https://www.jeenee.org.au/important-information/international-call-rates/>.
- (b) We bar or block calls made to international destinations using the prefix 0015 or 0019.

**5.2 Calls to mobile phones also connected to our network**

(a) We will charge you the following for making calls to other mobile phones connected our network:

Charging Period	Rate (charged per 60 seconds or part thereof)
Peak (7am - 8pm Mon-Fri)	\$0.12
Off-Peak (All other times)	\$0.12

**5.3 Calls to mobile phones not connected to our network**

(a) We will charge you the following for calls made to mobile phones not connected to our network (including digital mobile phones):

Charging Period	Rate (charged per 60 seconds or part thereof)
Peak (7am - 8pm Mon-Fri)	\$0.90
Off-Peak (All other times)	\$0.90

**5.4 Free Calls**

We will not charge you for calls you make to the following numbers:

- (a) Emergency Service Number 000, 112
- (b) Calls to 1800 Numbers
- (b) Jeenee Customer Enquiry Number 1300 054 631
- (c) Jeenee Big Red Button Number (Accessed directly from Jeenee Mobile Application)

**5.5 Calls to 1300 and 13 Service Numbers**

- (a) Subject to paragraph
- (b) below, we will charge you the local call rate set out in your pricing plan for any calls made to special services such as 13, 1300, 114(0-3, 5-9), 12554, 016 paging and 019830 (Dial Connect).
- (b) For technical reasons, calls made to ‘13’ numbers of other suppliers from the service in regional areas will not always be answered by the other supplier in that regional area, they will be answered by the company to whom the ‘13’ number has been assigned in a capital city of Australia. Jeenee is not responsible for the particular routing of calls to ‘13’ numbers of other suppliers.

**5.6 1800 Calls**

(a) Calls made to special services such as 1800 are free:

In some circumstances, calls to 1800 numbers may be advertised as free to the calling party. This applies where, for example, the 1800 number provides access to a different service which is charged separately by us, such as a Premium Service which is billed via Premium SMS or other premium charging mechanism.

**5.7 Calls to Special Services - Operator Connected Services, Iterra, Discovery, 190 number ranges, Infofax**

We will charge you for calls made to special services such as Operator Connected Services, Iterra, Discovery, 190 number ranges (except Telstra InfoCall Plus, see below), Infofax (01972 numbers) etc at the following rates:

Charging Period	Rate (charged per 60 seconds or part thereof)
Peak (7am - 8pm Mon-Fri)	\$0.22
Off-Peak (All other times)	\$0.11

**5.8 Calls to Telstra InfoCall Plus**

(a) We will charge you the following for calls made to Telstra InfoCall Plus services:

(i) \$2.75 per minute or part thereof; PLUS

(ii) the following airtime rate

Charging Period	Rate (charged per 60 seconds or part thereof)
Peak (7am - 8pm Mon-Fri)	\$0.22
Off-Peak (All other times)	\$0.11

**5.9 Calls to 050 Numbers**

(a) We will charge you the following rates for calls made to 050 numbers (eg. Telstra Telepath):

Charging Period	Rate (charged per 60 seconds or part thereof)
Peak (7am - 8pm Mon-Fri)	\$0.44
Off-Peak (All other times)	\$0.22

**5.10 Directory Assistance Calls (1223)**

We will charge you a flat rate of \$0.50 for each call made to Optus Directory Assistance (1223).

**5.11 Optus Operator Service Calls**

We will charge you for calls made to Optus Operator Services in addition to your standard mobile plan call rates as follows:

Optus Operator Service	Service Fee (per call)	Airtime Charge	
Call enquiries	No charge	No charge	
Cost enquiries for calls	No charge	No charge	
National Operator connected calls	\$3.30	Charging Period	Rate (charged per minute or part thereof)
		Peak	\$0.22
		Off-peak	\$0.11
National person to person calls	\$3.30	Charging Period	Rate (charged per minute or part thereof)
		Peak	\$0.22
		Off-peak	\$0.11
National <sup>1</sup> collect calls <sup>2</sup>	\$3.30	Charging Period	Rate (charged per minute or part thereof)
		Peak	\$0.22
		Off-peak	\$0.11

<sup>1</sup> In addition to national collect calls, outgoing international collect calls are also available to some countries. The charge that the customer receiving the call in the other country pays is the collect call rate of the carrier that terminates the Optus call. The airtime charge will not be charged to the calling party.

<sup>2</sup> Collect calls to mobile services are not available.

**5.12 Voice over Internet Protocol or VOIP service calls**

We will charge you for calls made using the service on our 3G network to make voice calls over the Internet or any other Internet Protocol (IP) based network, including proprietary peer-to-peer internet telephony networks. Voice Over Internet Protocol (VOIP) services (other than PTT) will be charged at 1.5c per kilobyte of usage, capped at \$9.90 per month until you reach 2 megabytes of usage in that month, after which you will be charged at 0.3c per kilobyte of usage for the remainder of that month.

## 6 OTHER CHARGES

### 6.1 Late Or Non-Payment Fees And Charges

If you do not pay all amounts you owe us by the date the payment is due, we may charge you a late fee of \$15.00:

### 6.2 Payment processing fee

If you choose to use a credit, charge or debit card to pay your bill, you may be charged a payment processing fee of 0.6% (including GST) of the amount of your bill that you pay. This payment processing fee will be shown on your next bill. Exemptions may apply.

### 6.3 Mercantile agent recovery fee

If we engage a mercantile agent against you to recover money you owe us, we may charge you a recovery fee of 15% of the outstanding amount.

### 6.4 Temporary Suspension of the service by us – when you have not paid us

If we suspend the service because you have not paid all amounts you owe us, we may charge you a fee of \$25 on suspension of the service. Unless we otherwise agree, we will not reactivate the service until you have paid us these amounts in full.

### 6.5 Disconnection

We will not charge you a fee if you disconnect from the service if you do not retain the mobile phone number.

### 6.6 Reconnection

If you reconnect the service after disconnecting it, we will charge you a fee of \$25.00

### 6.7 Call Diversion

When you divert a call from your mobile phone, we will charge you for the diversion leg of the call at the following rates:

Diversion Type	Charge (per minute)
Diversion to any Australian fixed line or mobile network number (other than an Optus MobileSat® or Optus Thuraya number), irrespective of distance or time of day	\$0.11
Diversion to an Optus MobileSat® number, irrespective of distance	Peak \$2.09 Off-peak \$1.43
Diversion to an Optus Thuraya number, irrespective of distance	\$1.98
Diversion to any international number, irrespective of distance or time of day	\$0.11 plus our charge for the international component of the call

### 6.8 Changing your pricing plan

Subject to paragraph (b) below, you may be eligible to change to another pricing plan:

#### (a)

- (i) If you meet the eligibility requirements of the pricing plan that you want to change to. To obtain information about applicable eligibility requirements, you should refer to the terms of the pricing plan that you want to change to, and



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- (ii) subject to our normal credit checking procedures.
- (b) If your minimum terms has not expired, you may only change to a new pricing plan if:
  - (i) the amount which you must pay each month (Monthly Access Fee) of the new pricing plan is greater than the Monthly Access Fee of your current pricing plan.
  - (ii) if your current pricing plan is a pricing plan where:
    - (A) you provide your own handset (Month2Month Plan), you can only change to another BYO Plan; or
    - (B) you purchase a handset which is subsidised by us (Handset Plan), you can only change to another Handset Plan; or
  - (iii) you wish to return to your original pricing plan, having previously moved to your current pricing plan in accordance with subparagraphs (i) and (ii) above.
- (c) In addition to any right to change your plan in accordance with paragraph (a) above, you may also change your plan in accordance with the terms of your current pricing plan:
  - (i) if you meet the eligibility requirements of the pricing plan that you want to change to. To obtain information about applicable eligibility requirements, you should refer to the terms of the pricing plan that you want to change to; and
  - (ii) subject to our normal credit checking procedures.
- (d) We may charge you an administration fee if you change from one pricing plan to another before the end of your minimum term. You should contact the Jeenee Help Centre for further information on the fee that may apply in your case.
- (e) If you change your pricing plan to a different pricing plan at any time, or renew your agreement and choose a new pricing plan:
  - (i) a new minimum term commences in accordance with the terms of your new pricing plan, unless you changed back to your original pricing plan as set out in subparagraph (b)(iii) above;
  - (ii) in the case of a voice pricing plan, we will apply the charges set out in your new voice pricing plan for the full billing cycle in which you change pricing plans.

### 6.9 Adding Access Restrictions to the service or changing Call Diversion Conditions

We will not charge you a fee for changing access restrictions or call diversion conditions.

### 6.10 Replacing your Jeenee Mobile SIM card

We may charge you a \$15.00 charge for replacing your Jeenee SIM card.

### 6.11 Changing your Phone Number

You may have your service phone number changed. The amount we will charge you varies depending on the circumstances

<b>If you request the phone number change</b>	\$25
<b>If you request the phone number change however there are special circumstances requiring the change (for example you are receiving unwelcome calls causing hardship)</b>	\$0

### 6.12 Payment Dishonour Charges

- (a) If you elect to pay your bills by direct debit we may charge you a dishonour fee of \$15 if the payment is dishonoured by your nominated financial institution or credit provider.
- (b) This fee is in addition to any fees that your financial institution or credit provider may charge you