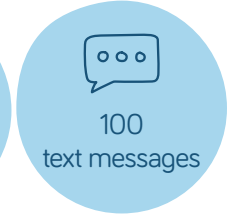


## Critical Information Summary

### \$7.90 Jeenee Assist Plan

#### Month-to-Month

Total minimum cost is \$7.90



Usage types in Australia	Amount (inc gst)	Included in this plan?
Standard national voice calls to Jeenee Mobiles	6c per minute	✓
Standard national voice calls to other Australian mobiles	6c per minute	✓
Standard national voice calls to fixed lines	6c per minute	✓
Standard national SMS (up to 160 standard characters)	5c per SMS	✓
Standard national MMS	Not Available	✗
Standard national calls to 1800 numbers	6c per minute	✓
Standard national calls to 13/1300 numbers	6c per minute	✓
Voicemail deposits	6c per minute	✓
Voicemail retrievals	6c per minute	✓
Directory Assistance 1223	Not Available	✗
Standard national video calling	Not Available	✗

Excluded usage types in Australia		
124YES	Not Available	✗

International usage types from australia		
International calls	Not Available	✗
International SMS (up to 160 standard characters)	50c per SMS	✗
International MMS	Not Available	✗
International video calling	Not Available	✗

Data usage in Australia		
Monthly Data Allowance	10MB	✓
Excess data charges in Australia	\$0.04 per MB	✗

- 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 month-to-month. You can leave at any stage with one month's notice.

### Bundling arrangements

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

### Mandatory goods

This plan is for use with the Jeenee Assist Personal Alarm and will not work with any another device.

## Information about pricing

### Minimum monthly charge

\$7.90 per month.

### Set-up fee

There is no separate Set-Up fee with this plan provided that it is purchased with the Jeenee Assist Personal Alarm.

### Prepayment of Monthly Recurring Charge

This plan requires the pre-payment of the minimum monthly recurring charge (\$7.90 per month), which must be paid by direct debit in advance at all times.

**Cancellation fees** There are no cancellation fees.

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

## 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](http://jeenee.org.au/myjeeneemobile)

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

### Special promotions and value added services

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this mobile plan.

### 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](http://jeenee.org.au/policies)

### Mobile calls and texts

This plan includes 60 minutes of Standard National Mobile Calls per month. If you restricted your use solely to Standard National Calls each of 2 minutes in duration you could make 30 calls. The cost of making a 2-minute Standard National Mobile Call is \$0.12.

This plan includes 100 SMS per month. The cost of a Standard National Mobile SMS is \$0.05 per SMS

Should you exceed your monthly usage allowance of either 60 minutes of calls to Standard Australian Landlines or Mobile numbers or 100 SMS messages, an automatic \$5 Top-Up will be charged and a further 60 minutes of calls to Standard Australian Landlines or Mobile numbers and 100 SMS messages, you will added to your monthly account.

### Data usage

Data will be counted in kilobytes, and includes both uploads and downloads. This plan includes 10MB of data for use with the Jeenee Assist Personal Alarm per month. This is sufficient to send the GPS location co-ordinates from the device to the Jeenee Assist servers. If the SIM card is used in a different device (ie - not a Jeenee Assist Personal Alarm) any excess data will be charged at a rate of \$0.04 per MB.

### Other Fees & Charges

Late Payment Fee - \$15.00	BPAY Fee - \$1.00
Dishonour Fee - \$15.00	Non Direct Debit Fee - \$2.00

### 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](http://jeenee.org.au/terms-and-conditions)