Critical Information Summary

$20 Pennywise Essentials SIM

Total minimum cost is $30 (including $10 set-up fee)

200 minutes of call value

Unlimited text messages

2.5GB data allowance

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	$0.14 per minute	✔
Standard national voice calls to fixed lines	$0.14 per minute	✔
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	✔
Standard national calls to 13/1300 numbers	$0.14 per minute	✔
Voicemail deposits	0c per minute	Unlimited
Voicemail retrievals	33c per minute	✔
Directory Assistance 1223	50c per call	✔
Standard national video calling	$1.10 per minute plus 40c flagfall	✔

Excluded usage types in Australia		
124YES	$1.10 per minute plus $1.75 flagfall	✘

International usage types from australia		
International calls	International calls are not part of the included value in this plan.	✘
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		
Monthly Data Allowance	2.5 GB	✔
Excess data charges in Australia	4c per MB	✘

- Charges for other usage types can be found at **jeenee.org.au/terms-and-conditions**

Jeenee Communications Pty Ltd ABN 92 608 385 520
Suite 5, Level 1, 426 Church St. Parramatta NSW 2150 | **T** 1300 054 631 | **W** jeenee.org.au

Information about the service

Minimum term

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

The minimum total cost is $30 (including $10 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.

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**

Information about pricing

Minimum monthly charge

$20 per month.

Set-up fee

You must pay a $10 Set-Up Fee with this plan. Any additional services to the same account will incur a $10 Set-Up Fee each.

Prepayment of Monthly Recurring Charge

This plan requires the pre-payment of the minimum monthly recurring charge ($20 per month), which must be paid by direct debit in advance at all times.

Cancellation fees

There are no cancellation fees.

Plan changes

You can change your plan at any stage. Please contact the Jeenee Mobile HELP Centre on **1300 054 631** if you would like further information.

Payment processing fee

If you pay by BPay or Direct Debit from a bank account, there are no processing fees. A processing fee may apply to payments made by credit or charge card. For details see our Consumer Terms at **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**

Mobile calls and texts

A standard national call to any Australian mobile for 2 minutes including flagfall would cost $0.28

If you restricted your use solely to Standard National Mobile Calls, each of 2 minutes in duration, you could make 100 calls per month from your Included Value.

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. After you've used your included data allowance, each megabyte of excess data within Australia costs $0.04/MB.

Other Fees & Charges

Late Payment Fee - $10.00
Dishonour Fee - $10.00
SIM Replacement Fee - $10.00

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**

Download the Jeenee Mobile Usage Monitor at **jeenee.org.au/apps**

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**

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