

# Our Customer Relationship Agreement

## PRICING SCHEDULE FOR MOBILE SERVICE

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Rules of interpretation and capitalised terms used in this Pricing Schedule are defined either in the General Terms of our CRA, the TransACT Mobile Service Description or in clause 7 of this Pricing Schedule.

### 1. ABOUT THE TRANSACT PRICING SCHEDULE FOR MOBILE SERVICE

#### *Our Customer Relationship Agreement*

- 1.1 This is the Pricing Schedule that applies to the TransACT Mobile Service as part of our CRA.
- 1.2 The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply to the Service.

### 2. FEATURES OF TRANSACT MOBILE PLANS

- 2.1 TransACT mobile plans are offered on a month to month contract. You may purchase a handset by paying the full amount of the handset upfront, or by instalments over a 24 month period in accordance with clause 16 of this agreement. The handsets available with mobile plans are subject to availability. No handset is included on any of our month to month contract plans.

### 3. CHARGES

Mobile plans	\$10	\$20	\$40	\$60
Included credit	\$165	\$450 + \$1000 to TransACT mobile	Includes All standard calls & texts within Australia	
Included data	200MB	1.5GB	1GB	3GB
Minimum monthly fee	\$10	\$20	\$40	\$60
Minimum cost over 24 months	\$255	\$495	\$975	\$1,455
Call rate (per 60 seconds block)	90c	90c	Included	Included

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Mobile plans	\$10	\$20	\$40	\$60
Text messages (per message) (up to 160 characters)	25c	25c	Included	Included
MMS (per message)	50c	50c	Included	Included
Voicemail deposit	Free	Free	Free	Free
Voicemail retrieval (per 60 seconds block)	90c	90c	Included	Included
1800 numbers	90c	90c	Included	Included
1300 and 13 service numbers	90c	90c	Included	Included
Call connection fee (per call)	35c	35c	Included	Included
Billing Increment	30sec	30sec	NA	NA

**Note:** Current plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. If you are an existing TransACT mobile customer and you contracted with us prior to 9 October 2012, you cannot upgrade to a current plan unless you are out of contract or you terminate your contract early and pay the applicable disconnection fee. Upgrades/downgrades are only available within the old plans available prior to 9 October 2012.

### ***Other charges***

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15
Video call rate to Australian mobiles	50c per 30 seconds or part thereof with a 35c call connection fee
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free

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Description of charge	\$AUD (including GST)
Emergency service number	Free
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS overrun charge	20 cents per MB (charged in 10KB increments) within Australia.
SIM card replacement fee	\$24.95
Disconnection fee	Applicable monthly fee for the full billing month + Usage
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### ***Important Information***

- 3.1 All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.
- 3.2 Unless stated otherwise, charges are inclusive of GST and GST rounding applies.
- 3.3 Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.
- 3.4 Only eligible calls made during a particular billing period are included in the included credit for plans.
- 3.5 Minimum monthly fee applies even if full credit value is not used. All unused credit and data is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Once monthly data allowance is exceeded 20c per MB overrun charges apply. The minimum monthly fee and credit are calculated on a pro-rata basis for the first billing cycle.
- 3.6 On a month to month contract plan you can cancel the contract at any time, but will have to pay the full monthly fee for the billing cycle in which the service is cancelled, plus any outstanding charges.
- 3.7 If you have taken a handset instalment with the plan, disconnecting the voice plan will automatically terminate the handset instalment plans and the remainder of the handset instalments will be added to the final bill.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### *Third party services charges*

3.8 Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### *Air limit*

3.9 As notified from time to time.

### *Content limit*

3.10 As notified from time to time.

## **4. TRANSACT MOBILE BROADBAND PLANS**

### **4.1 Features of TransACT mobile broadband plans**

Mobile broadband plans are used in conjunction with a USB internet stick and data card, or a computer tablet that accepts a SIM card to support data services.

### **4.2 Charges – data stick**

<b>Data plan</b>	<b>Included data (GB)</b>	<b>Monthly fee (inc GST)</b>	<b>Internet stick (month-month contract)</b>	<b>Internet stick (12-month contract)</b>
DP 2GB	2GB	\$15	\$45	\$4/month
DP 5GB	5GB	\$29	\$45	FREE
DP 9GB	9GB	\$39	\$45	FREE
DP 12GB	12GB	\$49	\$45	FREE

Minimum cost over 12 months for 2GB: \$228, 5GB: \$348, 9GB: \$468, 12GB: \$588. Overrun (excess usage) charges of 5c per MB are charged at 10kb increments. Early cancellation fee of \$200 applies to a 12 month contract.

### *Important information*

- Excess data is charged at 5c/MB at 10kb increments. Roaming charges are not included in the data allowance and is charged at 1.5c/kB.
- Customers will not be charged a cancellation fee when cancelling a mobile broadband plan on a month-to-month contract but a \$200 cancellation fee will apply to 12-month contracts.
- Monthly fee and included data is calculated pro rata basis during the first billing cycle.

The Consumer Credit Code does not apply to the internet stick rental plans. Therefore you will not have the protection and rights that apply to agreements regulated by the Consumer Credit Code. You may consider obtaining independent legal advice on this agreement before you sign the application form.

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### 4.3 Charges – with Tablet

Data plan	Included data (GB)	Monthly fee (inc GST)	Samsung Galaxy Tab S 8.4" 24 month contract at \$26 per month	Samsung Galaxy Tab S 10.5" 24 month contract at \$30 per month
DP 2GB	2GB	\$15		
DP 5GB	5GB	\$29		
DP 9GB	9GB	\$39		
DP 12GB	12GB	\$49		

Minimum cost over 24 months for Samsung Galaxy Tab S 8.4" when bundled with a 3G mobile broadband plan: 2GB: \$984, 5GB: \$1,320, 9GB: \$1,560 and 12GB: \$1,800.

Minimum cost over 24 months for Samsung Galaxy Tab S 10.5": 2GB: \$1,080, 5GB: \$1,416, 9GB: \$1,656 and 12GB: \$1,896.

#### **Important information**

- Excess data is charged at 5c/MB at 10kb increments. Roaming charges are not included in the data allowance and is charged at 1.5c/kB.
- For tablets provided before 16 November 2012, 24 a month contract term applies a mobile broadband service that includes a tablet. Cancellation fee will be (Monthly Data plan fee + Monthly Tablet fee) x Number of remaining months.
- For tablets provided after 16 November 2012, if you cancel or otherwise change the terms of your mobile broadband service, the remaining amount owing on the tablet instalment plan will be invoiced to your account, and charged during your next billing cycle (in addition to all other remaining service charges).
- Monthly fee and included data is calculated pro rata basis during the first billing cycle.
- The Consumer Credit Code does not apply to the tablet payment instalment plans. Therefore you will not have the protection and rights that apply to agreements regulated by the Consumer Credit Code. **You may consider obtaining independent legal advice on this agreement before you sign the application form.**

On all mobile broadband plans, use of the SIM card for any service other than data service will be charged at following rates.

Call type	Rate
Call rate (per 30 seconds)	45c
Video call rate to Australian mobiles (per 30 seconds)	50c
Text messages (per message of 160 characters)	25c
MMS (per message)	75c
Voicemail deposit	Free
Voicemail retrieval (per 30 seconds)	45c
Call connection fee (per call)	30c

### 4.4 Other Charges

Description of charge	\$AUD (including GST)
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## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95 (not applicable on mobile broadband plans sold after 15 Oct 2010)
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not detailed above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### ***Important Information***

All data charges are billed and charged in 10kb increments (or part thereof) unless it is stated otherwise.

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The data included per month for all data and mobile broadband plans is a combined upload and download data transfer.

The data speeds of 3.6Mbps download and 364kbps upload are the maximum speeds achievable. The actual speeds that you will receive will depend on a number of factors such as location or mobile signal strength, the amount of network or internet traffic, and the software and hardware used to connect to the network, including your modem.

Speeds may also be slower if your data card is connected to the 2.5G network instead of the 3G network. The 3G network currently covers metropolitan areas in Sydney, Central Coast, Melbourne, Canberra, Perth, Adelaide, Brisbane, the Sunshine Coast and the Gold Coast, plus all major international airports in Australia. You will experience considerably slower speeds when switching over to the 2.5G network.

The monthly fee payable under the data and mobile broadband plans applies even if full included data value is not used. All unused included data is forfeited and cannot be rolled over. Once monthly included data is reached normal data rates apply. Minimum monthly fee and the included data are calculated on pro-rata for the first billing cycle.

Unless stated otherwise, all charges are inclusive of GST and GST rounding applies.

### 5. TRANSACT MOBILE HANDSET RENTALS

#### 5.1 Features of TransACT mobile handset rentals

The TransACT mobile handset rental option allows you choose a handset from TransACT's available range, and pay it off in monthly instalments over a 24-month contract period. The Handset rental 0 plan is only available on a 12 month contract with monthly instalments over the 12 month contract period.

#### 5.2 Charges

Handset rental plan	Monthly handset rental instalment	Minimum Cost
Handset rental 0	\$4.00	\$48
Handset rental 1	\$5.00	\$120
Handset rental 2	\$10.00	\$240
Handset Rental (\$13/month)	\$13.00	\$312
Handset rental 3	\$15.00	\$360
Handset Rental (\$22/month)	\$22.00	\$528
Handset rental 4	\$20.00	\$480
Handset rental 5	\$25.00	\$600
Handset Rental (\$26/month)	\$26.00	\$624



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Handset rental plan	Monthly handset rental instalment	Minimum Cost
Handset Rental (\$29/month)	\$29.00	\$696
Handset rental 6	\$30.00	\$720
Handset Rental (\$33/month)	\$33.00	\$792
Handset rental 7	\$35.00	\$840
Handset Rental (\$38/month)	\$38.00	\$912
Handset rental 8	\$40.00	\$960
Handset rental 9	\$50.00	\$1200
Handset rental 10	\$60.00	\$1440

Please visit [www.transact.com.au](http://www.transact.com.au) or call our sales team on 13 30 61 to find out about which handsets are available under each of the above handset rental plans.

### ***Important Information***

The Consumer Credit Code does not apply to the handset rental plans. Therefore you will not have the protection and rights that apply to agreements regulated by the Consumer Credit Code. You may consider obtaining independent legal advice on this agreement before you sign the application form.

The TransACT mobile handset rental plan is only available to customers who sign up to an eligible TransACT mobile plan. If you terminate the contract within the contract period you will be liable for any remaining outstanding handset rental instalments owing under your plan for the remainder of the contract period (in addition to all other remaining service charges).

Handset rental instalments are in addition to the monthly access fee for your selected plan.

## **6. DISCONTINUED PLANS**

### **6.1 TransACT mobile MultiSIM – discontinued as at 03/10/2012**

#### **(a) Features of TransACT mobile MultiSIM**

TransACT mobile MultiSIM offers you very competitive call rates to fixed-line numbers and Australian mobiles (see Glossary). Plus when you call a TransACT fixed-line customer or a TransACT mobile customer the call rates are even cheaper, no matter where you are in Australia or what time of the day it is.

The plan also includes a simple discount structure based on how much you spend on eligible calls (see Glossary). A special feature of the plan is you can add as many SIM cards as would you like to increase the total usage on eligible calls and get further discounts on your bill.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### (b) Charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
Call connection fee (fixed-line, mobile, voicemail and video calls)	25 cents
Calls to fixed-line numbers	34 cents per 30 seconds or part thereof
Calls to Australian mobiles (excluding TransACT mobile customers and national roaming calls)	34 cents per 30 seconds or part thereof
Calls to TransACT fixed-line mobile customers	12 cents per 30 seconds or part thereof
Video calls to Australian mobile numbers	65 cents per 30 seconds or part thereof
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
International call rates	<a href="#">View International Call Rates</a>
Satellite services call rates	<a href="#">View Satellite Services Call Rates</a>
SMS to Australian mobiles	25 cents/msg (up to 160 characters)
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Australian mobiles	75 cents per msg
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View National Roaming Charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
Voicemail retrieval	10 cents per 30 seconds or part thereof with a call connection fee of 25cents
TransACT Contact Centre (13 30 61)	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per invoice sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (c) Important information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

### (d) Discount Scheme for TransACT mobile MultiSIM package

Discounts may apply to eligible calls made during a particular billing period. Your bill will set out what discounts, if any, have been applied to eligible calls (see working example below).

Charges in a billing period for eligible calls (AUD)	Discount %
\$0 – \$15.00	0
\$15.01 – \$30.00	5
\$30.01 – \$45.00	10
\$45.01 – \$60.00	15
\$60.01 – \$75.00	20
\$75.01 – \$90.00	25
\$90.01 – \$105.00	30
\$105.01 – \$120.00	35

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Charges in a billing period for eligible calls (AUD)	Discount %
\$120.01 – \$135.00	40
\$135.01 – \$150.00	45
> \$150.01	50

The above discounts will be applied to the total charges of all eligible calls in a billing period.

For example if the total charges of eligible calls in a billing period is \$136.00, then we will apply a 45% discount to that amount.

$\$136.00 \times 45\% = \$61.20$  (\*as total charges are between \$135.01 and \$150.00)

And you pay only \$ 74.80 (\$136 – 61.20)

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) **Air limit**

As notified from time to time.

### (g) **Content limit**

As notified from time to time.

## 6.2 **TransACT mobile CapPLUS plans – discontinued as at 03/10/2012**

### (a) **Features of TransACT mobile plans**

TransACT mobile's range of mobile plans offer a choice between a 24 month or a month to month contract. A selected handset is included with a 24 months contract. The handsets available to new and out of contract customers with TransACT's mobile plans are subject to availability. No handset is included on a month to month contract plans.

### (b) **Charges**

Mobile plans	\$19	\$29	\$39	\$49
Included credit	\$140	\$240	\$300	\$480
Included data	100MB	250MB	500MB	1GB
Minimum monthly fee	\$19	\$29	\$39	\$49
Minimum cost over 24 months	\$456	\$696	\$936	\$1,176
Call rate (per 60 seconds block)	99c	99c	99c	99c
Video call rate to Australian mobiles (per 60 seconds block)	\$1	\$1	\$1	\$1

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Text messages (per message) (up to 160 characters)	30c	30c	30c	30c
MMS (per message)	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free
Voicemail retrieval (per 60 seconds block)	99c	99c	99c	99c
Call connection fee (per call)	40c	40c	40c	40c
\$0 handset*	24 months contract	Yes	Yes	Yes
	Month to month contract	No	No	No

Eligible handset models for each of the plans are as determined by TransACT and are subject to change.

**Note:** Current plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 20 October 2011 cannot upgrade to a current plan, unless customer is out of contract. Upgrade/downgrades are only available within the old plans available prior to 20 October 2011.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$0
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	24 cents per 60 seconds block (no call connection fee)
1300 and 13 service numbers	30 cents per 60 seconds block (no call connection fee)

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS overrun charge	20 cents per MB (charged in 10KB increments) within Australia.
SIM card replacement fee	\$24.95
Disconnection fee	Calculated by multiplying remaining months of contract by minimum monthly fee for your selected plan
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 60-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit and data is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Once monthly data allowance is exceeded 20c per MB overrun charges apply. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the 24 month contract will attract a disconnection fee, calculated by multiplying remaining months of contract by minimum monthly fee for your selected plan plus any handset rental, plus outstanding service charges. If you are on a month to month contract plan you can cancel the contract at any time, but will have to pay the full monthly fee for the billing cycle in which the service is cancelled, plus any outstanding charges.

If you have received a handset with the plan, you cannot downgrade the plan during the contract period. You can upgrade to a higher plan, but are not entitled to upgrade the handset during the agreed contract period.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) Air limit

As notified from time to time.

### (g) Content limit

As notified from time to time.

## 6.3 TransACT mobile EXTRA plans – discontinued as at 03/10/2012

### (a) Features of TransACT mobile CapEXTRA plans

TransACT mobile EXTRA plans include extra call credit with a 12-month contract. No handset is included with EXTRA plans.

### (b) Charges

E plans	\$19 Extra	\$29 Extra
Included credit	\$180	\$280
Included data	100MB	250MB
Minimum monthly fee	\$19	\$29
Minimum cost over 12 months	\$228	\$348
Call rate (per 60 seconds block)	99c	99c
Video call rate to Australian mobiles (per 60 seconds block)	\$1	\$1
Text messages (per message) (up to 160 characters)	30c	30c
MMS (per message)	75c	75c
Voicemail deposit	Free	Free
Voicemail retrieval (per 60 seconds block)	99c	99c
Call connection fee (per call)	40c	40c

**Note:** Current EXTRA plans are only available to new and non contracted customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 20 October 2011 cannot upgrade to a current EXTRA plan, unless customer is out of contract. Upgrade/downgrades only available within the old plans available prior to 20 October 2011.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	Free

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	24 cents per 60 seconds block (no call connection fee)
1300 and 13 service numbers	30 cents per 60 seconds block (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS overrun charge	20 cents per MB (charged in 10KB increments)
SIM card replacement fee	\$24.95
Disconnection fee	\$200
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 60-second increments (or part thereof) unless it is stated otherwise.



## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for EXTRA plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit and data is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Once monthly data allowance is reached overrun charges of 20c per MB apply. One-year contract applies. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will attract a \$200 disconnection fee.

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) **Air limit**

As notified from time to time.

### (g) **Content limit**

As notified from time to time.

## 6.4 **TransACT mobile Super plans – discontinued as at 03/10/2012**

### (a) **Features of TransACT mobile Super plans**

TransACT mobile has a great range of Super plans specifically designed for businesses.

### (b) **Charges**

<b>Individual Plans</b>	<b>Super119</b>	<b>Super159</b>
Included credit	\$800	\$1,100
Minimum monthly fee	\$119	\$159
Minimum cost over 24 months	\$2,871.95	\$3,83.95
Minimum cost over 12 months	\$2,403.95	\$1,923.95
Call rate (per 30 seconds)	40c	40c
Intra-account calls	Not Applicable	Not Applicable
Video calls to Australian mobiles (per 30 seconds)	50c	50c
Text messages (per message) (up to 160	25c	25c

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Individual Plans	Super119	Super159
characters)		
MMS (per message)	75c	75c
Voicemail deposit	Free	Free
Voicemail retrieval (per 30 seconds)	40c	40c
Call connection fee (per call)	30c	30c
GPRS	30c/MB	30c/MB
Maximum SIM cards	1	1
Handset credit upto (12-month contract)	\$0	\$0
Handset credit upto (24-month contract)	\$0	\$0

Shared Plans	Super 190	Super 360	Super 600	Super 800	Super 1500	Super 2000	Super 2500
Included credit	\$700	\$1,400	\$2,600	\$3,400	\$6,000	\$10,000	\$14,000
Minimum monthly fee	\$190	\$360	\$600	\$800	\$1,500	\$2,000	\$2,500
Minimum cost over 24 months	\$4,560	\$8,640	\$14,400	\$19,200	\$36,000	\$48,000	\$60,000
Minimum cost over 12 months	\$2,280	\$4,320	\$7,200	\$9,600	\$18,000	\$24,000	\$30,000
Call rate (per 30 seconds)	30c	30c	30c	30c	30c	30c	30c
Intra-account calls	Free	Free	Free	Free	Free	Free	Free
Video calls to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	Free	Free	Free	Free	Free	Free	Free
Call connection fee (per call)	25c	25c	25c	25c	25c	25c	25c
GPRS	500MB	750MB	1024MB	1536MB	2048MB	2048MB	2048MB
Maximum SIM cards	4	8	16	25	30	40	50
Handset credit up to (12-month contract)	\$500	\$900	\$1,400	\$1,800	\$3,000	\$3,500	\$4,000
Handset credit upto (24-month contract)	\$1,100	\$2,100	\$3,500	\$4,000	\$6,500	\$8,000	\$9,500
Cash Credit (24-month contract) paid over 24 months	\$1,000	\$1,900	\$3,200	\$3,700	\$5,900	\$7,300	\$8,700

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** Current Super plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 17 June 2010 cannot upgrade to a current Super plan.

Upgrade/downgrades only available within the old Super plans that were available prior to 17 June 2010. \* First five minutes free calls to TransACT fixed line and Mobile, thereafter standard call rate apply.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card) (not applicable to shared Super plans).	\$15.95
Extra SIMs charge for additional SIMs added to Super plans (maximum of 5 SIMs per plan).	\$29 per SIM per month
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory Assistance	65cents/30sec and a call connection fee of \$1.30
GPRS overrun charges	15 cents per MB, billed at 10KB increments (for Shared Super plans) 30 cents per MB, billed at 10KB increments

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
	(for Individual Super plans)
SIM card replacement fee	\$24.95
Disconnection fee for plans entered into from 17 June 2010	Monthly fee x Number of months left in the contract
Disconnection fee for plans entered into prior to 17 June 2010	Super190 – \$500 Super360 – \$1,400 Super600 – \$2,600 Super800 – \$3,400
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a Standard Number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

TransACT's Acceptable Use Policy applies for all intra-account calls, voice mail retrieval and first five minute free calls to TransACT Fixed line and mobile .

Up to 5 extra mobile users can be added to each shared Super plan, for charges refer to the table under the heading "Other Charges" above.

International roaming GPRS/Data charges are not included in the data allowance included per month and are charged at 1.5c/kB.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Included credit and free calls on Super plans are given only on eligible calls during a billing period and only available for calls which originate and terminate within Australia.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Minimum monthly fee and credit are calculated on pro-rata for the first billing cycle.

TransACT mobile Super plans are only available to business customers with a valid ACN/ABN.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

To receive handset credit a twelve (12) or twenty four (24) month contract will apply. Early termination of the contract will attract a disconnection fee, plus any outstanding service charges.

The handset credit cannot be redeemed for cash and only be used to purchase handsets from TransACT. It cannot be redeemed as a credit against your call costs with TransACT. The handset credit is available with the specified range of handsets available at the point of purchase. The handset credit must be used at the time of entering into the contract and cannot be used later. The maximum number of handsets that can be purchased using the handset credit is limited to the total number of SIM connections taken with the eligible Super plan.

Cash credit only be available on a 24 months contract and the credit will only be provided as a rebate on the TransACT account. Credit will be applied to the account every month for 24 months. Customer is only entitled for either Handset credit or Cash Credit.

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services +surcharge + GST.

### (f) **Air Limit**

As notified from time to time.

### (g) **Content Limit**

As notified from time to time.

## 6.5 **TransACT mobile MultiSIM Elite – discontinued as at 03/10/2012**

### (a) **Features of TransACT mobile MultiSIM Elite**

TransACT mobile MultiSIM Elite offers very competitive call rates to fixed-line numbers and Australian mobiles for businesses. Plus you can add as many SIM cards as would you like to increase the total usage on eligible calls.

### (b) **Charges**

<b>Description of charge</b>	<b>\$AUD (including GST)</b>
One-off SIM card activation fee (per SIM card)	\$15.95
Minimum monthly fee	\$500
Call connection fee (fixed-lines, mobiles and voicemail calls)	0c (no call connection fee)
Calls to fixed-line numbers	17 cents per 30 seconds or part thereof
Calls to Australian mobiles (excluding national roaming calls)	17 cents per 30 seconds or part thereof
Intra-account calls	First five minutes free and calls exceeding 5 minutes, 17 cents per 30 seconds or part thereof

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
Video calls to Australian mobiles (per 30 seconds)	50 cents per 30 seconds or part thereof
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates</a>
SMS to Australian mobiles	15 cents/msg (up to 160 characters)
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Australian mobiles	75 cents per msg
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to P premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
Voicemail deposit	Free
Voicemail retrieval	8 cents per 30 seconds or part thereof
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### (c) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

All chargeable intra-account calls are charged at per second increments. For all intra-account calls TransACT's Acceptable Use Policy applies.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

TransACT mobile MultiSIM Elite is only available to businesses with a valid CAN/ABN.

### (d) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services +surcharge + GST.

### (e) Air Limit

As notified from time to time.

### (f) Content Limit

As notified from time to time.

## 6.6 TransACT mobile MultiSIM Elite PLUS – discontinued as at 03/10/2012

### (a) Features of TransACT mobile MultiSIM Elite PLUS plans

TransACT mobile MultiSIM Elite offers you very competitive call rates to Fixed Numbers and Australian Mobiles (see Glossary) for Business Customers.

A special feature of the plan is you can add as many SIM Cards as would you like to increase the total usage on Eligible Calls. To subscribe to MultiSIM Elite PLUS minimum of 15 SIM connections are required.

### (b) Charges

Description of Charge	AUD (including GST)
One-off SIM Card activation fee (per SIM Card)	\$15.95
Minimum Monthly Spend	\$500
Flagfall Call Connection Fee (Fixed Calls, Mobile Calls, Voice Mail Calls)	0c (No Flag Fall)
Calls to Fixed Numbers	15 cents per 30 seconds or part thereof

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of Charge	AUD (including GST)
Calls to Australian Mobiles (excluding National Roaming calls)	15 cents per 30 seconds or part thereof
Intra-Account Calls	First five minutes free and calls exceeding 5 minutes, 15 cents per 30 seconds or part thereof
Video Calls to Australian Mobiles (per 30 seconds)	50 cents per 30 seconds or part thereof
International Call Rates	<a href="#"><u>View International Call Rates</u></a>
International Video Calls	86 cents per 30 seconds or part thereof with a 17c Flagfall
Satellite Services Call Rates	<a href="#"><u>View Satellite Services Call Rates</u></a>
SMS to Australian Mobiles	15 cents/msg (up to 160 characters)
SMS to Other Service Numbers (excluding Premium Service Numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to Premium Service Numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Australian Mobiles	75 cents per msg
MMS to Other Service Numbers (excluding Premium Service Numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Premium Service Numbers	Advertised rate + GST (where the advertised rate does not include GST).
National Roaming charges	<a href="#"><u>View National Roaming Charges</u></a>
International Roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
Voice Mail Deposit	Free
Voice mail retrieval	8 cents per 30 seconds or part thereof
TransACT Contact Centre	Free
Emergency Service Number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no Flagfall Call Connection Fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no Flagfall Call Connection Fee)
Premium Service Numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory Assistance	65cents/30sec and a Flagfall Call Connection Fee of \$1.30
GPRS	30 cents per MB
SIM Card replacement fee	\$24.95
Disconnection Fee	For a 24 month Contract \$400
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a Standard Number
Paper bill fee	\$1.49 per bill sent



## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (c) Important Information

Minimum of 15 SIM connections are required to subscribe to the MultiSIM Elite PLUS plan

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

All chargeable Intra-Account calls are charged at per second increments. For all Intra-Account calls TransACT's Acceptable Use Policy applies.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

TransACT mobile MultiSIM Elite is only available to Business Customers.

### (d) Third Party Services Charges

Fees and charges for Third Party Services accessed using the Service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those Third Party Services + Surcharge +GST.

### (e) Air Limit

As notified from time to time.

### (f) Content Limit

As notified from time to time.

## 6.7 TransACT mobile Freedom Plan – - discontinued as at 03/10/2012

### (a) Features of TransACT mobile Freedom plan

TransACT mobile Freedom plan offers unlimited calls to Australian fixed-lines, mobiles, voicemail retrievals and text messages to mobiles while in Australia.

### (b) Charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
Minimum monthly fee	\$99
Call connection fee (video calls)	30c
Calls to Australian fixed-line numbers	Free

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
Calls to Australian mobiles (excluding national roaming calls)	Free
Video calls to Australian mobiles (per 30 seconds)	50 cents per 30 seconds or part thereof
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates</a>
SMS to Australian mobiles	Free
SMS to Other Service Numbers (excluding Premium Service Numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to Premium Service Numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Australian Mobiles	75 cents per msg
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
Voicemail deposit	Free
Voicemail retrieval	Free
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number
Disconnection fee	\$99 x remaining months of the contract
Paper bill fee	\$1.49 per bill sent

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (c) Important Information

All chargeable calls are charged in 30-second increments (or part thereof) unless it is stated otherwise.

For all free calls TransACT's Acceptable Use Policy applies.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

### (d) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (e) Air Limit

TransACT's Acceptable Use Policy Applies.

### (f) Content Limit

As notified from time to time.

## 6.8 TransACT mobile Premium Plan – - discontinued as at 03/10/2012

### (a) Features of TransACT mobile Premium plan

TransACT mobile Premium plan offers free calls to Australian fixed-lines, mobiles, voicemail retrievals, national and international text messages to mobiles while in Australia. All free voice and voicemail retrieval calls must originate within Australia on the Vodafone network. All free SMS must originate in Australia.

### (b) Charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	Free
Minimum monthly fee	\$39 for the Premium 39 plan \$49 for the Premium 49 plan \$69 for the Premium 69 plan
Data Included with the plan	Premium 39 plan – 500MB per month Premium 49 plan – 1GB per month Premium 69 plan – 2GB per month

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
Call connection fee (video calls)	30c
Calls to Australian fixed-line numbers	Free*
Calls to Australian mobiles (excluding national roaming calls)	Free*
Calls to 1300 numbers	25 cents per 30 seconds (no flagfall)
Video calls to Australian mobiles	50 cents per 30 seconds or part thereof
International call rates	<u>View international call rates</u>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<u>View satellite services call rates</u>
SMS to Australian and international mobiles	Free*
SMS to Other Service Numbers (excluding Premium Service Numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to Premium Service Numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to Australian Mobiles	75 cents per message
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<u>View national roaming charges</u>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
Voicemail deposit	Free*
Voicemail retrieval	Free*
TransACT Contact Centre	Free*
Emergency service number	Free
1800 numbers	25 cents per 30 seconds (no flagfall)
13 service numbers	25 cents per 30 seconds (no flagfall)
Premium service numbers (egg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS (data over run charges)	20c/MB, charged in 10KB blocks at 0.0195c/kB
BlackBerry (applicable to customers taking BlackBerry handsets)	\$25 per month for Unlimited BlackBerry data
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55.00

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
New number request fee	\$30.00 for a standard number
Early Cancellation fee	<p>Minimum monthly fee for Premium plan multiplied by remaining months of the contract, plus any applicable monthly handset payment multiplied by remaining months of the contract</p> <p>Customers with Premium BlackBerry plans also need to pay \$25.00 multiplied by remaining months on contract.</p> <p>Customers on month-to-month Premium 39 will pay the full current month's fee and BlackBerry charge (if applicable) for the whole month if the service is cancelled.</p>
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (c) TransACT terms and conditions for Premium mobile plans

Min cost for \$39 Premium mobile plan: \$39. Min cost over 24 months for \$49 Premium mobile plan: \$1,176 and \$69 Premium mobile plan: \$1,656. Early cancellation fee of monthly cost x remaining months of contract applies. Eligible services are calls to Australian fixed-line phones and mobiles, voicemail services that originate and terminate in Australia as well as SMS services that originate in Australia. TransACT Acceptable Use Policy applies. Additional charges apply to video calls, MMS, 13, 18 and 19 numbers, international voice, national and international roaming, directory assistance, re-routed calls, call screen, premium SMS and voice services and services to the Pivotal network. Overrun data charges of 20c per MB are charged at 10kb increments. Handsets and pricing are subject to change. Handset stock may differ from advertised images. Plans only available to new and non-contracted TransACT customers. Your first account may include more or less than one month's access fee and usage charges, as your monthly access fee and call credit /data are pro-rated, depending on when your service is activated in our billing cycle. The monthly access fee is charged one month in advance and applies even if full value is not used. All unused credit/data is forfeited and cannot be rolled over. Once monthly credit/data is reached normal service rates apply. International roaming charges are additional and charged at 1.5c/kb. All prices are GST inclusive.

#### Premium mobile plan INCLUSIONS

- Standard calls to Australian fixed-line and mobiles that originate in Australia.
- SMS to Australian and international mobiles that originate in Australia.
- Voicemail retrieval within Australia.
- Generous data allowances.

#### Premium mobile plan EXCLUSIONS

- Standard charges apply for all non-eligible calls such video calls, 13, 18 and 19 numbers.

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- Additional changes also apply to MMS services, international voice, national and international roaming, video calls and roaming, directory assistance (1223 and 1225), re-routed calls, call screen and premium SMS and voice services.
- Overrun charges apply for excess downloads once the included data allowance is exceeded. Overrun data charges of 20c per MB are charged at 10KB increments. International data roaming is not included in the monthly data allowance and is charged at 1.5c/kb.

### Premium BlackBerry data

- BlackBerry data must be accessed through BlackBerry email and web browser icons.
- Charges apply to data accessed via other applications.
- 1GB data allowance included per month for web and email services accessed through third party applications other than BlackBerry icons.
- Overrun data charges of 20c per MB are charged at 10KB increments. International data roaming is not included in the monthly data allowance and is charged at 1.5c/kb. BlackBerry international roaming is charged at 0.037/kB.

### (d) Important Information

All chargeable calls are charged in 30-second increments (or part thereof) unless it is stated otherwise.

For all free calls, voicemail retrieval and SMS TransACT's Acceptable Use Policy applies.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

\* All included free calls, voicemail retrieval and text messages must originate in Australia on the Vodafone network. Standard charges apply for all non included call and messaging types including 1800, 13 and 1300 numbers, video calls, premium service number calls and SMS/MMS, special text services such as voting, text while roaming, international calls, international roaming, 123 service calls, National (1223) and International (1225) Directory Assistance, Call Screen, International calls to voicemail and re-routed calls, voice calls, video calls, SMS and MMS to Pivotal network and data overrun.

Free SMS offer applies to standard personal text messages sent to personal mobiles from within Australia.

Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Premium plan services cannot be used for commercial purposes or for resale purposes.

Mobile handsets may be network locked. An unlocking fee may apply.

Unused data will expire at the end of each month, and does not rollover to the next month unless specified otherwise.

Once included monthly data allowance is exceeded, additional data charge applies.

Additional charges may apply for tethering.

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Included data usage includes both upload and download, unless specified otherwise.

Customer's first account may include more or less than one month's access fee and usage charges, as customer's monthly access fee and data allowance are pro-rated, depending on the billing cycle customer is assigned to. The monthly access fee is charged one month in advance. Monthly fee applies even if full value is not used.

Customers using a BlackBerry handset in conjunction with a Premium mobile plan must subscribe to a BlackBerry \$25/month data plan.

Unlimited BlackBerry® data must be accessed through BlackBerry® email and browser icons and is subject to TransACT acceptable use policy. Charges apply for data accessed via other applications. Additional charges apply for some services such as video streaming. Minimum monthly fee applies even if full value is not used. All unused data is forfeited and cannot be rolled over. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties of and trade marks or registered trade marks of Research In Motion Limited.

All data charges are billed and charged in 10kB increments (or part thereof) unless it is stated otherwise.

The data included per month for all data and mobile broadband plans is a combined upload and download data transfer.

The data speeds of 3.6Mbps download and 364kbps upload are the maximum speeds achievable. The actual speeds that you will receive will depend on a number of factors such as location or mobile signal strength, the amount of network or internet traffic, and the software and hardware used to connect to the network, including your modem.

Speeds may also be slower if your data card is connected to the 2.5G network instead of the 3G network. The 3G network currently covers metropolitan areas in Sydney, Central Coast, Melbourne, Canberra, Perth, Adelaide, Brisbane, the Sunshine Coast and the Gold Coast, plus all major international airports in Australia. You will experience considerably slower speeds when switching over to the 2.5G network.

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) **Air Limit**

TransACT's Acceptable Use Policy Applies.

### (g) **Content Limit**

As notified from time to time.

- Mobile Broadband Zone. Slower speeds can be expected outside Vodafone's 3G Mobile Broadband Zone.



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- When using data services, some internet services, including web sites and email, may not be accessible.
- All rates and charges are subject to change. TransACT will comply with relevant regulations and industry codes with respect to such changes.

### 6.9 TransACT mobile BlackBerry® plans – - discontinued as at 03/10/2012

#### (a) Features of TransACT mobile BlackBerry plans

The TransACT mobile BlackBerry service offers the freedom and connectivity of an all in one mobile phone, email device, web browser and personal organiser. TransACT mobile's BlackBerry plans are available as an add-on to any TransACT mobile Premium, MutliSIM Elite, Super or mobile plan. TransACT mobile BlackBerry 15 is not available to customers on TransACT mobile Premium plans. TransACT mobile Premium plan customers must take TransACT mobile BlackBerry 25 plan.

BlackBerry handsets are only available in conjunction with a mobile, Super or Premium plan on a 24 month contract.

#### (b) Charges

BlackBerry® plan	TransACT mobile BlackBerry 15	TransACT mobile BlackBerry 25
Monthly fee (inc GST)	\$15	\$25
BlackBerry data	5MB	Unlimited BlackBerry Data*
Overrun charges (inc GST)	\$0.044 per 20kb	NA

**BlackBerry roaming charges of \$0.037/kB apply. Roaming charges are not included in the free BlackBerry data included per month. \* TransACT's Acceptable Use policy applies.**

#### (c) Important Information

The BlackBerry plans can only be taken in conjunction with a TransACT Premium, MultiSIM Elite, Super or mobile plan and all terms and conditions applicable to your voice plan will continue to apply. Unlimited BlackBerry® data must be accessed through BlackBerry® email and browser icons and is subject to TransACT's Acceptable Use Policy. Charges apply for data accessed via other applications. Additional charges apply for some services such as video streaming. Minimum monthly fee applies even if full value is not used. All unused data is forfeited and cannot be rolled over. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties of and trade marks or registered trade marks of Research In Motion Limited.

### 6.10 TransACT mobile world caller plans – discontinued as at 03/10/2012

#### (a) Features of TransACT mobile world caller plans

TransACT mobile's world caller service offers low cost international calls to China, Greece, Croatia, Italy, Cyprus and India. You can add the World Caller plan to any TransACT mobile plan as an add on/bolt on plan to enjoy low cost international calls to below listed countries.



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### (b) Charges

Country	Fixed-line phone (rate per 30 seconds)	Mobile (rate per 30 seconds)
China	4.75 cents	4.75 cents
Croatia	6.5 cents	20.5 cents
Cyprus	5 cents	21.5 cents
Greece	5 cents	21.5 cents
India	8.5 cents	8.5 cents
Italy	5 cents	30 cents

**Note:** call rates to other countries as per the international call rates related to your call plan. Refer to International call rates listed under your call plan.

### 6.11 TransACT HomeMOBILE Cap plans – discontinued as at 01/09/2012

#### (a) Features of HomeMOBILE Cap plans

TransACT mobile has Cap plans to combine your home phone and mobile under one plan.

#### (b) Charges

	Cap69	Cap89
Included credit	\$100	\$150
Minimum monthly fee	\$69	\$89
Minimum cost on a 12-month contract (ADSL2+ network)	\$1,027	\$1,267
Minimum cost on a 12-month contract (Cable network)	\$1,127	\$1,367
Call rate (per 30 seconds)	40c	40c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c
Text messages (per message of 160 characters)	25c	25c
MMS (per message)	75c	75c
Voicemail deposit	Free	Free
Voicemail retrieval (per 30 seconds)	40c	40c
Call connection feel (per call)	30c	30c

**Note:** HomeMOBILE Cap plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers.

#### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per	\$15.95

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Description of charge		\$AUD (including GST)
SIM Card)		
International call rates		<a href="#">View international call rates</a>
International video calls		86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates		<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)		Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers		Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers))		Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers)		Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges		<a href="#">View national roaming charges</a>
International roaming charges		For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre		Free
Emergency service number		Free
1800 numbers		12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers		15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)		Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance		65cents/30sec and a call connection fee of \$1.30
GPRS		30 cents per MB
SIM card replacement fee		\$24.95
Disconnection fee	12-month contract	<ul style="list-style-type: none"> <li>\$300.00</li> </ul> Cancellation fee will be waived if the same level of services are taken up from TransACT existing suite of mobile and fixed line products under a new contract.
	24-month contract	<ul style="list-style-type: none"> <li>\$400.00 within first 12 months</li> <li>\$300.00 within second 12 month period</li> </ul> Cancellation fee will be waived if the same level of services are taken up from TransACT existing suite of mobile and fixed line products under a new contract.
Re-connection of suspended service following payment of outstanding account		\$55

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Description of charge	\$AUD (including GST)
New number request fee	\$30 for a standard number
Paper bill fee	\$1.49 per bill sent

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period is considered under the included credit for Cap plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. One or two-year contract applies; early termination of the contract will attract a disconnection fee, plus any outstanding service charges. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) Air Limit

As notified from time to time.

### (g) Content Limit

As notified from time to time.

## 6.12 TransACT mobile CapPLUS plans – discontinued as at 20/10/2011

### (a) Features of TransACT mobile CapPLUS plans

TransACT mobile's range of CapPLUS plans help to keep your bill under control and includes a selected handset\* at no additional cost. The handsets available to new customers under the TransACT mobile CapPLUS plans may change from time to time.

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### (b) Charges

CapPLUS plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Included credit	\$140	\$240	\$280	\$320	\$470	\$620
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Minimum cost over 24 months	\$471.95	\$711.95	\$951.95	\$1,191.95	\$1,671.95	\$2,151.95
Call rate (per 30 seconds)	45c	45c	45c	40c	40c	40c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	45c	45c	45c	40c	40c	40c
Call connection fee (per call)	35c	35c	35c	35c	35c	35c
\$0 handset*	Yes	Yes	Yes	Yes	Yes	Yes

**\*Eligible handset models for each of the CapPLUS plan are as determined by TransACT and are subject to change.**

**Note:** Current CapPLUS plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 31 August 2009 cannot upgrade to a current CapPLUS plan, unless the customer is out of contract. Upgrade/downgrades only available within the old Cap plans available prior to 31 August 2009.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).

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Description of charge	\$AUD (including GST)
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<u><a href="#">View national roaming charges</a></u>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Disconnection fee	Calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapPLUS plan
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) **Important Information**

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for CapPLUS plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates

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apply. Two-year contract applies. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will attract a disconnection fee, calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapPLUS plan plus any outstanding service charges.

If you have received a handset with the plan, you cannot downgrade the plan during the contract period. You can upgrade to a higher CapPLUS plan, but are not entitled to upgrade the handset during the agreed contract period.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) Air limit

As notified from time to time.

### (g) Content limit

As notified from time to time.

## 6.13 TransACT mobile CapBONUS plans – discontinued as at 20/10/2011

### (a) Features of TransACT mobile CapBONUS plans

TransACT mobile CapBONUS plans include a handset and first 5 minute free calls to any TransACT fixed-line or mobile customer.

### (b) Charges

CapBONUS plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Included credit	\$100	\$160	\$200	\$270	\$400	\$550
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Minimum cost over 24 months	\$471.95	\$711.95	\$951.95	\$1,191.95	\$1,671.95	\$2,151.95
Call rate (per 30 seconds)	45c	45c	45c	40c	40c	40c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	45c	45c	45c	40c	40c	40c

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CapBONUS plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Call connection fee (per call)	35c	35c	35c	35c	35c	35c
\$0 handset*	Yes	Yes	Yes	Yes	Yes	Yes

**\*Eligible handset models for each of the CapBONUS plan are as determined by TransACT and are subject to change.**

Calls to TransACT fixed-line or mobile customers will be free for the first five minutes, thereafter normal call rate applicable and these calls will be billed at one second increments. TransACT acceptable use policy applies for free minutes.

**Note:** Current CapBONUS plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 31 August 2009 cannot upgrade to a current CapBONUS plan, unless the customer is out of contract. Upgrade/downgrades only available within the old Cap plans available prior to 31 August 2009.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg.	Advertised rate+35%+GST (where the

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Description of charge	\$AUD (including GST)
1900)	advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Disconnection fee	Calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapBONUS plan
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for CapBONUS plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Two-year contract applies. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will attract a disconnection fee, calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapBONUS plan plus any outstanding service charges.

If you have received a handset with the plan, you cannot downgrade the plan during the contract period. You can upgrade to a higher CapBONUS plan, but are not entitled to upgrade the handset during the agreed contract period.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.



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(f) **Air limit**

As notified from time to time.

(g) **Content limit**

As notified from time to time.

### 6.14 TransACT mobile CapEXTRA plans – discontinued as at 20/10/2011

(a) **Features of TransACT mobile CapEXTRA plans**

TransACT mobile CapEXTRA plans include extra call credit with a 12-month contract

(b) **Charges**

CapEXTRA plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Included credit	\$160	\$260	\$310	\$410	\$610	\$800
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Minimum cost over 12 months	\$243.95	\$363.95	\$483.95	\$603.95	\$843.95	\$1,083.95
Call rate (per 30 seconds)	45c	45c	45c	40c	40c	40c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	45c	45c	45c	40c	40c	40c
Call connection fee (per call)	35c	35c	35c	35c	35c	35c

**Note:** Current CapEXTRA plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 31 August 2009 cannot upgrade to a current CapEXTRA plan, unless the customer is out of contract. Upgrade/downgrades only available within the old Cap plans available prior to 31 August 2009.

(c) **Other charges**

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View international call rates</a>

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Description of charge	\$AUD (including GST)
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<u><a href="#">View satellite services call rates section</a></u>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<u><a href="#">View national roaming charges</a></u>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Disconnection fee	\$200
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160

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characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for CapEXTRA plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. One-year contract applies. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will attract a \$200 disconnection fee.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) Air limit

As notified from time to time.

### (g) Content limit

As notified from time to time.

## 6.15 TransACT mobile CapFLEXI plans – discontinued as at 20/10/2011

### (a) Features of TransACT mobile CapFLEXI plans

TransACT mobile CapFLEXI plans do not include a fixed-term contract.

### (b) Charges

CapFLEXI plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Included credit	\$100	\$160	\$250	\$350	\$500	\$750
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Call rate (per 30 seconds)	45c	45c	45c	40c	40c	40c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	45c	45c	45c	40c	40c	40c
Call connection fee (per call)	35c	35c	35c	35c	35c	35c

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** Current CapFLEXI plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 31 August 2009 cannot upgrade to a current CapFLEXI plan, unless the customer is out of contract. Upgrade/downgrades only available within the old Cap plans available prior to 31 August 2009.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	30 cents per MB
SIM card replacement fee	\$24.95
Disconnection fee	\$0
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our website [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for CapFLEXI plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will not attract a disconnection fee.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (f) Air limit

As notified from time to time.

### (g) Content limit

As notified from time to time.

## 6.16 TransACT mobile Cap plans – discontinued as of 31/08/09

### (a) Features of TransACT mobile Cap Plans

TransACT mobile has a choice of great Cap plans.

### (b) Charges (Cap plans prior to 31 August 2009)

Cap Plans	Cap19	Cap29	Cap39	Cap49	Cap69	Super Cap89
Included credit	\$100	\$160	\$200	\$310	\$450	\$600
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Call rate (per 30 seconds)	45c	40c	40c	40c	40c	40c

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	45c	40c	40c	40c	40c	40c
Call connection fee (per call)	30c	30c	30c	30c	30c	30c

**Note:** Current Cap plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 15 February 2008 cannot upgrade to a current Cap plan. Upgrade/downgrades only available within the old Cap plans that were available prior to 15 February 2008.

### (c) Other Charges

Description of Charge	AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View International Call Rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c Flagfall
Satellite services call rates	<a href="#">View Satellite Services Call Rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View National Roaming Charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no Flagfall Call Connection Fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no Flagfall Call Connection Fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a Flagfall Call

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of Charge		AUD (including GST)
		Connection Fee of \$1.30
GPRS		1.5 cent per KB
SIM card replacement fee		\$24.95
Disconnection fee	For Cap plans where a SIM card only has been provided	Within the 1 <sup>st</sup> twelve months: \$ 400.00 Within the 2 <sup>nd</sup> twelve months: \$ 200.00
	For Cap plans where a free handset is provided	Calculated by multiplying remaining months of contract by minimum monthly fee for your selected Cap plan
Re-connection of suspended service following payment of outstanding account		\$55
New number request fee		\$30 for a standard number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (d) Charges (Cap plans – prior to 15 February 2008)

Cap plans	Cap19	Cap29	Cap39	Cap49	Cap69	Cap89
Included credit	\$60	\$100	\$150	\$230	\$350	\$560
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69	\$89
Call rate (per 30 seconds)	40c	40c	35c	35c	35c	35c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	40c	40c	35c	35c	35c	35c
Call connection fee (per call)	30c	30c	30c	30c	30c	30c

### (e) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Only eligible calls made during a particular billing period is considered under the included credit for Cap plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Two-year contract applies; early termination of the contract will attract a disconnection fee, plus any outstanding service charges. Minimum monthly fee and the credit are calculated on pro-rata for the first billing cycle.

### (f) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services + surcharge + GST.

### (g) Air Limit

As notified from time to time.

### (h) Content Limit

As notified from time to time.

## 6.17 TransACT mobile Cap PLUS plans – discontinued as of 31/08/09

### (a) Features of TransACT mobile CapPLUS plans

TransACT mobile's CapPLUS plans includes a selected handset\* at no additional cost. The handsets available to new customers under the TransACT mobile CapPLUS plans are subject to change.

### (b) Charges

CapPLUS plans	Cap19	Cap29	Cap39	Cap49	Cap69
Included credit	\$39	\$49	\$59	\$69	\$89
Minimum monthly fee	\$19	\$29	\$39	\$49	\$69
Call rate (per 30 seconds)	40c	40c	35c	35c	35c
Video call rate to Australian mobiles (per 30 seconds)	50c	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	40c	40c	35c	35c	35c
Call connection fee (per call)	30c	30c	30c	30c	30c
Free handset*	Yes	Yes	Yes	Yes	Yes

**\*Eligible handset models for each of the CapPLUS plans are as determined by TransACT and subject to change.**



## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<u><a href="#">View International Call Rates</a></u>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<u><a href="#">View Satellite Services Call Rates section</a></u>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<u><a href="#">View National Roaming Charges</a></u>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	1.5 cent per KB
SIM card replacement fee	\$24.95
Disconnection fee	Calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapPLUS plan
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Only eligible calls made during a particular billing period are included in the included credit for CapPLUS plans.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Two-year contract applies. Minimum monthly fee and credit are calculated on pro-rata for the first billing cycle.

Early termination of the contract will attract a disconnection fee, calculated by multiplying remaining months of contract by minimum monthly fee for your selected CapPLUS plan plus any outstanding service charges.

If you have received a handset with the plan, you cannot downgrade the plan during the contract period. You can upgrade to a higher CapPLUS plan, but are not entitled to upgrade the handset during the agreed contract period.

### (e) Third party services charges

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services +surcharge + GST.

### (f) Air Limit

As notified from time to time.

### (g) Content Limit

As notified from time to time.

## 6.18 TransACT mobile SuperCap plans (Business) – discontinued as of 17/06/2010

### (a) Features of TransACT mobile SuperCap plans

TransACT mobile has a great range of SuperCap plans specifically designed for businesses.

### (b) Charges

Cap Plans	Super Cap190	Super Cap360	Super Cap600	Super Cap800
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## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSCACT MOBILE SERVICE

Cap Plans	Super Cap190	Super Cap360	Super Cap600	Super Cap800
Included credit	\$700	\$1,400	\$2,600	\$3,400
Minimum monthly fee	\$190	\$360	\$600	\$800
Minimum cost over 24 months	\$4,575.95	\$8,655.95	\$14,415.95	\$19,215.95
Minimum cost over 12 months	\$2,295.95	\$4,335.95	\$7,215.95	\$9,515.95
Call rate (per 30 seconds)	30c	30c	30c	30c
Intra-account calls	Free	Free	Free	Free
Video calls to Australian mobiles (per 30 seconds)	50c	50c	50c	50c
Text messages (per message) (up to 160 characters)	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c
Voicemail deposit	Free	Free	Free	Free
Voicemail retrieval (per 30 seconds)	Free	Free	Free	Free
Call connection fee (per call)	25c	25c	25c	25c
Maximum SIM cards	4	8	16	25
Handset credit upto (12-month contract)	\$500	\$900	\$1,400	\$1,800
Handset credit upto (24-month contract)	\$1,100	\$2,100	\$3,500	\$4,000

**Note:** Current SuperCap plans are only available to new customers who are porting from another service provider or to existing non-contracted TransACT mobile customers. TransACT mobile customers contracted prior to 17 June 2010 cannot upgrade to a current SuperCap plan. Upgrade/downgrades only available within the old SuperCap plans that were available prior to 17 June 2010.

### (c) Other charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory Assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	1.5 cent per KB
SIM card replacement fee	\$24.95
Disconnection fee (12-month contract)	SuperCap190 – \$500 SuperCap360 – \$1,400 SuperCap600 – \$2,600 SuperCap800 – \$3,400
Disconnection fee (24 -month contract)	SuperCap190 – \$1,100 SuperCap360 – \$2,100 SuperCap600 – \$3,500 SuperCap800 – \$4,000
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a Standard Number

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (d) Important Information

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

For all intra-account calls TransACT's Acceptable Use Policy applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Included credit for SuperCap plans are given only on eligible calls during a billing period.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Minimum monthly fee and credit are calculated on pro-rata for the first billing cycle.

TransACT mobile SuperCap plans are only available to business customers with a valid CAN/ABN.

To receive handset credit a twelve (12) or twenty four (24) month contract will apply. Early termination of the contract will attract a disconnection fee, plus any outstanding service charges.

The handset credit cannot be redeemed for cash and only be used to purchase handsets from TransACT. It cannot be redeemed as a credit against your call costs with TransACT. The handset credit is available with the specified range of handsets available at the point of purchase. The handset credit must be used at the time of entering into the contract and cannot be used later. The maximum number of handsets that can be purchased using the handset credit is limited to the total number of SIM connections taken with the eligible SuperCap plan.

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services +surcharge + GST.

### (f) **Air Limit**

As notified from time to time.

### (g) **Content Limit**

As notified from time to time.

## 6.19 **TransACT mobile SuperCap plans (Business) – discontinued as of 15/02/09**

### (a) **Features of TransACT mobile SuperCap plans**

TransACT mobile has a great range of SuperCap plans specifically designed for businesses.

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

(b) **Charges** (SuperCap plans prior to 15 February 2008)

Cap Plans	Super Cap 89	Super Cap 119	Super Cap 159	Super Cap 189	Super Cap 359	Super Cap 599	Super Cap 899
Included Value	\$560	\$700	\$1,000	\$800	\$1500	\$2600	\$4000
Minimum Monthly Spend	\$89	\$119	\$159	\$189	\$359	\$599	\$899
Call rate (per 30 seconds)	35c	35c	35c	30c	30c	30c	30c
Intra-Account Calls	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Video Call rate to Australian Mobiles (per 30 seconds)	50c	50c	50c	50c	50c	50c	50c
Text messages (per message of 160 characters)	25c	25c	25c	25c	25c	25c	25c
MMS (per message)	75c	75c	75c	75c	75c	75c	75c
Voice Mail Deposit	Free	Free	Free	Free	Free	Free	Free
Voice Mail Retrieval (per 30 seconds)	35c	35c	35c	30c	30c	30c	30c
Flagfall (per call)	30c	30c	30c	25c	25c	25c	25c
Maximum SIM Cards	1	1	1	4	8	16	25
Handset Credit up to (12 month Contract)	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Handset Credit up to (24 month Contract)	\$0	\$0	\$0	\$0	\$0	\$0	\$0

(c) **Other charges**

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per	\$15.95

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

Description of charge	\$AUD (including GST)
SIM card)	
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory Assistance	65cents/30sec and a call connection fee of \$1.30
GPRS	1.5 cent per KB
SIM card replacement fee	\$24.95
Disconnection fee (12-month contract)	SuperCap190 – \$500 SuperCap360 – \$1,400 SuperCap600 – \$2,600 SuperCap800 – \$3,400
Disconnection fee (24 -month contract)	SuperCap190 – \$1,100 SuperCap360 – \$2,100 SuperCap600 – \$3,500 SuperCap800 – \$4,000
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a Standard Number

## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

**Note:** For any charges not provided above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (d) **Important Information**

All call costs are charged in 30-second increments (or part thereof) unless it is stated otherwise.

Unless stated otherwise, charges are inclusive of GST and GST rounding applies.

For all intra-account calls TransACT's Acceptable Use Policy applies.

Standard text messages exclude special text services such as voting, premium text and text while roaming. Standard text rate applies per text message up to 160 characters. SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS sent regardless of whether the SMS is received.

Included credit for SuperCap plans are given only on eligible calls during a billing period.

Minimum monthly fee applies even if full credit value is not used. All unused credit is forfeited and cannot be rolled over. Once monthly credit is reached normal call rates apply. Minimum monthly fee and credit are calculated on pro-rata for the first billing cycle.

TransACT mobile SuperCap plans are only available to business customers with a valid CAN/ABN.

To receive handset credit a twelve (12) or twenty four (24) month contract will apply. Early termination of the contract will attract a disconnection fee, plus any outstanding service charges.

The handset credit cannot be redeemed for cash and only be used to purchase handsets from TransACT. It cannot be redeemed as a credit against your call costs with TransACT. The handset credit is available with the specified range of handsets available at the point of purchase. The handset credit must be used at the time of entering into the contract and cannot be used later. The maximum number of handsets that can be purchased using the handset credit is limited to the total number of SIM connections taken with the eligible SuperCap plan.

### (e) **Third party services charges**

Fees and charges for third party services accessed using the service (including voting charges and content charges) will be billed to you by those third parties or where the third party does not bill you directly, we may bill you at the rates specified by the suppliers of those third party services +surcharge + GST.

### (f) **Air Limit**

As notified from time to time.

### (g) **Content Limit**

As notified from time to time.



## IINET GROUP CRA – PRICING SCHEDULE FOR TRANSACT MOBILE SERVICE

### 6.20 TransACT mobile broadband plans – discontinued as of 26/02/09

#### (a) Features of TransACT mobile broadband plans

Mobile broadband plans are used in conjunction with a USB internet stick and data card which can be purchased from TransACT.

#### (b) Charges (Mobile broadband plans prior to 26 February 2009)

Mobile broadband plan	Included data (MB)	Monthly fee (inc GST)	Overrun charges (inc GST)
DP 200	200	\$12	20c per MB, charged at 10kb increments
DP 1GB	1024	\$29	
DP 2GB	2048	\$49	
DP 5GB	5120	\$69	

**Note:** roaming charges are excluded from the data included per month. Roaming data will be charged at 1.5c/kB.

### 6.21 TransACT mobile broadband plans – discontinued as of 15/10/2010

#### (a) Features of TransACT mobile broadband plans

Mobile broadband plans are used in conjunction with a USB internet stick and data card which can be purchased from TransACT.

#### (b) Charges (Mobile broadband plans prior to 15 October 2010)

Mobile broadband plan	Included data (MB)	Monthly fee (inc GST)	Minimum cost over 24 months	Overrun charges (inc GST)
DP 200	200	\$12	\$303.95	15c per MB, charged at 10kb increments
DP 1GB	1024	\$19	\$471.95	
DP 2GB	2048	\$29	\$711.95	
DP 5GB	5120	\$39	\$951.95	

**Note:** roaming charges are excluded from the data included per month. Roaming data will be charged at 1.5c/kB.

A 24 month contract period applies to mobile broadband plans. Early termination of the contract will incur cancellation fees as follows:

- If the contract is cancelled within the 1st 12 months of the contract period – \$400
- If the contract is cancelled within the 2nd 12 months of the contract period – \$200

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### 6.22 TransACT mobile USB internet stick instalments rentals

#### (a) Features of TransACT mobile USB internet stick rental plans

The TransACT mobile internet stick rental option allows you purchase a Huawei K3715 USB internet stick from TransACT and pay it off in monthly instalments over a 24-month contract period.

#### (b) Charges

Internet sticks purchased on a rental basis will be charged 24 equal monthly instalments of \$5.00.

#### (c) Important Information

The Consumer Credit Code does not apply to the internet stick rental plans. Therefore you will not have the protection and rights that apply to agreements regulated by the Consumer Credit Code. **You may consider obtaining independent legal advice on this agreement before you sign the application form.**

The TransACT mobile internet stick rental plan is only available to customers who sign up to a 24-month contract on a TransACT mobile broadband plan. If you terminate the contract within the contract period you will be liable for any remaining outstanding rental instalments owing under your plan for the remainder of the contract period (in addition to all other remaining service charges).

**Internet stick rental instalments are in addition to the monthly access fee for your selected mobile broadband plan.**

### 6.23 TransACT mobile data plans – discontinued as of 06/01/10

#### (a) Features of TransACT mobile data plan

The TransACT mobile data service offers the freedom and connectivity to internet using a mobile phone. TransACT mobile's add-on data Plans are only available as an add-on to any TransACT mobile Cap Plan.

#### (b) Charges

Data plan	Included data (MB)	Monthly fee (inc GST)	Overrun charges (inc GST)
DB100	100	\$10	20c per MB, charged at 10kb increments
DB500	500	\$25	

**Note:** roaming charges are excluded from the data included per month. Roaming data will be charged at 1.5c/kB.

### 6.24 TransACT mobile BlackBerry® plans – discontinued as of 17/06/10

#### (a) Features of TransACT mobile BlackBerry plans

The TransACT mobile BlackBerry service offers the freedom and connectivity of an all in one mobile phone, email device, web browser and personal organiser.

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TransACT mobile's BlackBerry plans are available as an add-on to any TransACT mobile MultiSIM Elite, SuperCap or Cap plan.

BlackBerry handsets are only available in conjunction with a CapPLUS or CapBONUS plan on a 24 month contract.

### (b) Charges

BlackBerry® plan	TransACT mobile BlackBerry 30	TransACT mobile BlackBerry 45
Monthly fee (inc GST)	\$30	\$45
BlackBerry data	1MB	10MB
BlackBerry Pearl 8120	\$10 per month with a CapPLUS or CapBONUS plan over 24 months (Total cost \$240)	NA
BlackBerry Bold 9000	\$15 per month with a CapPLUS or CapBONUS plan over 24 months (Total cost \$360)	\$10 per month with a CapPLUS or CapBONUS plan over 24 months (Total cost \$240)
Overrun charges (inc GST)	\$0.088 per 20kb	\$0.088 per 20kb

BlackBerry roaming charges of \$0.037/kB apply. Roaming charges are not included in the free BlackBerry data included per month.

### (c) Important Information

The BlackBerry plans can only be taken in conjunction with a TransACT MultiSIM Elite, SuperCap or Cap plan and all terms and conditions applicable to your voice plan will continue to apply.

Any BlackBerry handsets offered with BlackBerry plans are governed by following terms and conditions:

- requires a MultiSIM Elite, SuperCap or Cap plan
- No available with shared SuperCap plans
- 2 year contract applies on the BlackBerry plan when a handset is taken as part of a CapPLUS or CapBONUS plan
- Early termination fee is calculated as follows;
  - BlackBerry data plan only: applicable MultiSIM Elite, SuperCap or Cap plan cancellation fees apply
  - with BlackBerry handset: cancellation fees are \$200 + remainder of the handset rental in addition to the MultiSIM Elite, SuperCap or Cap plan cancellation fee.

## 6.25 TransACT mobile broadband plans (discontinued 02 03 2012)

### (a) Features of TransACT mobile broadband plans

Mobile broadband plans are used in conjunction with a USB internet stick and data card, or a computer tablet that accepts a SIM card to support data services.

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### (b) Charges

Data plan	Included data (MB)	Monthly fee (inc GST)	Internet stick (month-month contract)	Internet stick (12-month contract)
DP 1GB	1024	\$15	\$45	\$4/month
DP 3GB	3072	\$29	\$45	FREE
DP 6GB	6144	\$39	\$45	FREE
DP 9GB	9216	\$49	\$45	FREE

### (c) Important information

- Excess data is charged at 5c/MB at 10kb increments. Roaming charges are not included in the data allowance and is charged at 1.5c/kB.
- 24 months contract applies for mobile broadband plans that include a tablet. Cancellation fee for 24 months contract will be (Monthly Data plan fee + Monthly Tablet fee) x Number of remaining months.
- Customers will not be charged a cancellation fee when cancelling a mobile broadband plan on a month-to-month contract but a \$200 cancellation fee will apply to 12-month contracts.
- Monthly fee and included data is calculated pro rata basis during the first billing cycle.
- The Consumer Credit Code does not apply to the internet stick rental plans. Therefore you will not have the protection and rights that apply to agreements regulated by the Consumer Credit Code. You may consider obtaining independent legal advice on this agreement before you sign the application form.

On mobile broadband plans, use of the SIM card for any service other than data service will be charged at following rates.

Call type	Rate
Call rate (per 30 seconds)	45c
Video call rate to Australian mobiles (per 30 seconds)	50c
Text messages (per message of 160 characters)	25c
MMS (per message)	75c
Voicemail deposit	Free
Voicemail retrieval (per 30 seconds)	45c
Call connection fee (per call)	30c

### (d) Other Charges

Description of charge	\$AUD (including GST)
One-off SIM card activation fee (per SIM card)	\$15.95 (not applicable on mobile broadband plans sold after 15 Oct 2010)
International call rates	<a href="#">View international call rates</a>
International video calls	86 cents per 30 seconds or part thereof with a 17c call connection fee

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Description of charge	\$AUD (including GST)
Satellite services call rates	<a href="#">View satellite services call rates section</a>
SMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
SMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
MMS to other service numbers (excluding premium service numbers)	Advertised rate + GST (where the advertised rate does not include GST).
MMS to premium service numbers	Advertised rate + GST (where the advertised rate does not include GST).
National roaming charges	<a href="#">View national roaming charges</a>
International roaming charges	For international voice roaming charges please call 13 30 61. International data roaming charges are 1.5c/kB.
TransACT Contact Centre	Free
Emergency service number	Free
1800 numbers	12 cents per 30 seconds or part thereof (no call connection fee)
1300 and 13 service numbers	15 cents per 30 seconds or part thereof (no call connection fee)
Premium service numbers (eg. 1900)	Advertised rate+35%+GST (where the advertised rate does not include GST).
Directory assistance	65cents/30sec and a call connection fee of \$1.30
SIM card replacement fee	\$24.95
Re-connection of suspended service following payment of outstanding account	\$55
New number request fee	\$30 for a standard number

**Note:** For any charges not detailed above, please contact the TransACT Contact Centre on 13 30 61 to obtain correct charges before using the Service or visit our web site [www.transact.com.au](http://www.transact.com.au).

### (e) Important Information

All data charges are billed and charged in 10kb increments (or part thereof) unless it is stated otherwise.

The data included per month for all data and mobile broadband plans is a combined upload and download data transfer.

The data speeds of 3.6Mbps download and 364kbps upload are the maximum speeds achievable. The actual speeds that you will receive will depend on a number of factors such as location or mobile signal strength, the amount of network or internet traffic, and the software and hardware used to connect to the network, including your modem.

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Speeds may also be slower if your data card is connected to the 2.5G network instead of the 3G network. The 3G network currently covers metropolitan areas in Sydney, Central Coast, Melbourne, Canberra, Perth, Adelaide, Brisbane, the Sunshine Coast and the Gold Coast, plus all major international airports in Australia. You will experience considerably slower speeds when switching over to the 2.5G network.

The monthly fee payable under the data and mobile broadband plans applies even if full included data value is not used. All unused included data is forfeited and cannot be rolled over. Once monthly included data is reached normal data rates apply. Minimum monthly fee and the included data are calculated on pro-rata for the first billing cycle.

**Unless stated otherwise, all charges are inclusive of GST and GST rounding applies.**

### 7. GLOSSARY

Those capitalised words have the following meaning:

<b>Australian Mobiles</b>	means a valid mobile phone number connected to an Australian telecommunications service provider.
<b>Billing Period</b>	means the period in which you are billed by us for the Service. You will have 12 billing periods per year unless we advise otherwise.
<b>Bill Media</b>	means the way a Bill is delivered and its format.
<b>Cap Plan</b>	means service involving minimum monthly fee paid to use the included value during billing period
<b>Cap PLUS Plan</b>	means service involving minimum monthly fee paid to use the Included Value during the Billing Period and including a Handset from a selected range at no additional cost
<b>Credit</b>	means Included Value under a particular Cap Plan
<b>Data Card</b>	means the USB data card provided by TransACT to you in conjunction with a Data Plan.
<b>Data Card Rental Instalment</b>	means the Monthly Rental instalment payable for the purchase of a Data Card from TransACT.
<b>Data Plans</b>	Means service involving minimum monthly fee paid to use the included data. Two types of data plans available: <ol style="list-style-type: none"> <li>1. <b>Add-on data plans</b>, which can only be taken with an eligible Cap Plan; and</li> <li>2. <b>Mobile Broadband plans</b>, which can be used for mobile broadband access in conjunction with any mobile compatible mobile plan. Stand alone plans require a Data Card.</li> </ol>

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<b>Disconnection Fee</b>	means the fee charged for early termination of a Cap Plan contract, as set out under TransACT mobile Cap Plans, sections 2.1 – Other Charges.
<b>Electronic Billing</b>	means customers bills will be sent out to electronically to the email address details in their application form.
<b>Eligible Calls</b>	means voice calls to Australian Fixed and Mobile Numbers, Video Calls to Australian Mobiles, SMS to Australian Mobiles, Voice Mail Calls and GPRS that originate in Australia but excluding Third Party Services.
<b>Fixed Call</b>	means a call to a Fixed Number within Australia.
<b>Fixed Number</b>	means a landline number connected to an Australian telecommunications service provider.
<b>Flagfall Call Connection Fee</b>	means one charge applied to calls you make in addition to what you pay for the duration of the call.
<b>GPRS</b>	means general packet radio service offered on the 2.5G or 3G mobile network.
<b>Handset</b>	means the mobile handset provided by TransACT to you in accordance with clause 16.
<b>Handset Rental Instalment</b>	means the Monthly Rental instalment payable for the purchase of a Handset from TransACT.
<b>Included Value</b>	means the free call limit or Credit under a particular Cap Plan
<b>Included Data Allowance</b>	means the combined upload and download data allowance under a particular Data Plan.
<b>International Call Rates</b>	means those rates for calls to destinations outside of Australia.
<b>International Roaming</b>	means a service where your mobile phone can be used outside Australia and where we have a roaming service agreement with operators in the relevant country.
<b>International Video Calls</b>	means making a video call while in Australia from compatible handset to a another compatible handset which has a International Mobile Number
<b>Intra-Account Calls</b>	means calls made between the mobiles attached to MultiSIM Elite plan
<b>MMS</b>	means a multimedia messaging service which is a message system allowing the sending of still and video colour images, graphics, audio files and text via a mobile network.
<b>Mobile Call</b>	means a call to an Australian Mobile made within the coverage zone of the TransACT Network.
<b>National Roaming</b>	means a service where your phone can be used to make a call outside the coverage zone of the TransACT Network using the Telstra Network.

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<b>Other Service Numbers</b>	means numbers that are not numbers for Australian Mobiles, but which include Premium Service Numbers.
<b>Premium Service Numbers</b>	means a number that is designated by the Australian Communications and Media Authority as a premium rate service number.
<b>Satellite Services Call Rates</b>	means those rates for calls made using satellite services.
<b>Service</b>	means the service supplied by TransACT to a TransACT Mobile Customer.
<b>SIM Card</b>	means the subscriber identity module card owned by TransACT and provided to TransACT Mobile Customers.
<b>SMS</b>	means short message service that allows sending of text-based messages consisting of a maximum of 160 characters including spaces.
<b>Special Number</b>	means any mobile number that we allocate to you to access the Service in response to a request by you for that specific mobile number.
<b>Standard Number</b>	means any mobile number that we allocate to you to access the Service and excludes a Special Number.
<b>Surcharge</b>	means thirty five percent (35%).
<b>Third Party Services</b>	means the services provided by third parties to you.
<b>TransACT Fixed Customers</b>	means those customers who have an agreement with TransACT for fixed line telephony services.
<b>TransACT Mobile Customers</b>	means those customers who have an agreement with TransACT for mobile telephony services.
<b>TransACT Network</b>	means the telecommunications network we use to provide the Service to you and the coverage zone of which is set out on our website.
<b>Video Calls</b>	means making a video call from compatible handset to another compatible Handset within the 3G coverage zone
<b>Video Calls to Australian Mobiles</b>	means making a video call while in Australia from compatible handset to another compatible handset which has a Australian mobile number
<b>Voice Mail Call</b>	means calls depositing messages in or retrieving messages from the TransACT voice mail system.
<b>3G/UMTS</b>	means wideband CDMA which operates at a higher frequency than the digital GSM cellular mobile network and offer Video Calls and faster data Speeds.

### 8. BILLING POLICY

TransACT's Billing Policy for the Services is described in clauses 9 to 13 below.



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### **9. BILLING AND PAYMENT**

#### ***Bills***

- 9.1 We may bill you:
- (a) for any additional charge to install the Service if we need to perform work beyond the usual scope of work required for similar installations;
  - (b) for recurring or fixed charges, in advance (for example, line rental charges);
  - (c) for variable charges, in arrears (for example, call charges – call charges can take up to 6 months to appear on your invoice);
  - (d) for installation or set-up charges, after installation;
  - (e) for any equipment you purchase or Rent from us;
  - (f) for any other charges set out in your Application or the Pricing Schedule, in accordance with the Pricing Schedule or the Service Description.
  - (g) using another invoice in the same month for billing alignment purposes where applicable; and
  - (h) for any amount owing to any iiNet Entity in accordance with 9.18.
- 9.2 All charges applicable to the Services are specified in this Pricing Schedule, or as otherwise notified to you (including as stated in your Application).
- 9.3 The charges are determined by the options you select on your Application.
- 9.4 The charges may also be affected by any change to the options selected on your Application or any change to the Service.
- 9.5 We may round charges up or down to the nearest whole cent.
- 9.6 Bills will be calculated by reference to data recorded, logged or received by our Suppliers and us. You acknowledge that in calculating charges we need only look at that data as recorded, logged, or received by our Suppliers or us.
- 9.7 We try to include all charges relating to a billing period on that bill. Where that does not happen, bills may include charges from previous billing periods. We will not bill for charges older than 160 days from the date the charge was incurred.
- 9.8 Our records are sufficient evidence of the existence and amount of any charge owed by you to us.
- 9.9 You must pay the charges in accordance with tax invoices issued by us.
- 9.10 You are responsible for all charges incurred in the use of the service, even if someone other than you (whether or not they are an Authorised User) incurs those charges without your knowledge or consent.
- 9.11 All charges are GST inclusive unless otherwise stated.
- 9.12 We may use a billing agent to issue your bill.

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- 9.13 TransACT's standard billing method is electronic billing. Bills will be sent to you electronically to the email address set out in your application form or another email address nominated by you. You can also opt to receive your bill by post, sent to an address nominated by you. This incurs a fee of \$1.49 (inc GST per bill sent). TransACT will provide bills without charge to pensioner customers. Electronic bills may be adversely affected by equipment or conditions beyond TransACT's control.
- 9.14 We may change or offer new methods of communicating or delivering your bill to you. If we do so, we will notify you by a bill message and via our Website.
- 9.15 We will provide you with replacement copies of your bills upon your request, however, there may be a charge for this service.

### ***Non payment***

- 9.16 If you do not pay the full amount of any charges owing by the due date, or you pay by a cheque or other means that is dishonoured, we may:
- (a) recover from you debt collection costs; and
  - (b) suspend the Service and charge you a reconnection fee only after giving you at least 5 business days' notice.

### ***Right of set-off***

- 9.17 You must pay the charges without any set off, counter claim or deduction.
- 9.18 We may set off any amount payable to you against any amount payable by you to us.

### ***Credit card and direct debit payments***

- 9.19 If you choose to pay by direct debit or credit card you acknowledge and agree that:
- (a) you must give us at least 14 days prior notice if you no longer wish to pay by direct debit or credit card;
  - (b) you must provide to us current and valid credit card or direct debit details;
  - (c) your credit card or direct debit account will be debited on the due date of a bill unless your payment for that bill is made by other means and is received by us prior to that date; and
  - (d) payment by credit card may attract a credit card processing fee and this fee may differ depending on the type of card you use, as noted on your bill or on our Website from time to time, and

you may be charged additional fees in accordance with clauses 9.16 and 9.20 if your payment is late or dishonoured as a result of you not complying with this clause 9.19.

- 9.20 If you make payment on a bill:
- (a) by direct debit and there are insufficient funds in the account or your account details are not current and valid;

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- (b) by cheque and the cheque is dishonoured; or
  - (c) by credit card and the payment is charged back,
- we reserve the right to pass on to you any decline fee.

### **10. SECURITY BOND**

- 10.1 We may set Credit Limits for you or require you to provide a security bond.
- 10.2 If we set a Credit Limit we will advise you whether the Credit Limit is a guideline for Credit Management Action or an Absolute Credit Limit. Credit limits may be changed from time to time with reasonable notice provided to you.
- 10.3 You may request us to place an Absolute Credit Limit on your account.
- 10.4 If you exceed your credit limits, we may restrict or suspend your service provided we have given you at least 5 business days' notice prior to the restriction or suspension.
- 10.5 In accordance with our Assessment Policies we may require you at any time to pay a security bond or Advance Payment.
- 10.6 We will return your security bond to you upon termination of your account (subject to you having paid us all amounts owing under the agreement) or earlier at our discretion.
- 10.7 If you have made an Advance Payment it will be credited towards your next and subsequent bills until the Advance Payment has been used in full. If you pay us a security bond we may use the security bond to pay any outstanding charges on your account.
- 10.8 For the avoidance of doubt and for the purposes of this agreement, any security bond provided in accordance with this clause, is not subject to GST.

### **11. BILLING DISPUTES**

- 11.1 If you wish to dispute a charge or fee in a bill, you must follow our complaint handling process described on our Website at: <http://www.transact.com.au/en-ACT/support/accounts/complaints>.

### **12. CONSEQUENCES OF SUSPENSION**

- 12.1 If the Service is suspended in accordance with our CRA, then you will not have to pay any charges for the Service while it is suspended. If the Service is suspended by reason of any of the circumstances referred to in clause 12.3 of the General Terms, or at your request under clause 12.9 of the General Terms, you may be required to pay a reconnection fee prior to the expiration of the suspension and commencement of the Service.

### **13. CONSEQUENCES OF CANCELLATION**

- 13.1 If the Service is cancelled for any reason you still have to pay all charges incurred before cancellation. We will refund any overpayment on your account and any money that you have paid in advance for the cancelled Service on a pro-rata basis

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to you. However, we can deduct from your refund any amount that you owe to us, such as charges you have incurred before cancellation or any applicable Break Fee.