

Critical Information Summary

KISS Mobile “Keep It Simple” series of plans (as of May 2015)

Information about the service

KISS Mobile provides the “Keep It Simple” pay-as-you-go series of plans using the Vodafone mobile network. The plan provides customers with the ability to make and receive domestic and international voice calls, send and receive messages using SMS and MMS, and to access data services including browsing the internet. This is a SIM-only service, so you will need to supply your own handset that is compatible with the Vodafone network.

Bundling Arrangements:	The offer is not part of a service bundle
Compulsory Goods:	There are no compulsory goods bundled with the service.
Minimum Term:	There is no minimum term – this service is supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time.
Offer inclusions:	<p>There is no included call value in these plans – you pay for whatever calls you make</p> <p>The basic Keep It Simple plan has no included data. There are data bolt-ons that have a specific amount of included data each month. Data usage includes combined upload & download transfer and is charged per 10 KB or part thereof. Included data can only be used in Australia and expires every month. If you exceed your plans included data allowance, excess data rate will apply. Here are the data options available under this plan. The charges are in addition to the basic plan fee:</p> <p>100Mb bolt-on – \$2 per month 500Mb bolt-on – \$7 per month 1Gb bolt-on – \$12 per month 2Gb bolt-on – \$29 per month 3Gb bolt-on – \$39 per month 6Gb bolt-on – \$79 per month 10Gb bolt-on – \$129 per month</p>
Offer exclusions:	N/A
Important offer conditions:	None
Important limitations:	The service is only available in Vodafone coverage area and is subject to network limitations and hardware capabilities.
Important restrictions:	The service operates in Australia only.

Information about Pricing

Minimum Monthly Charge:	There is a minimum charge of 95¢ per month
Maximum Monthly Charge:	There is no maximum – it depends on usage.
Maximum Early Termination Charge:	There are no early termination charges, but if you cancel your service, any remaining credit on your account will not be refunded
Cost of a 2 Minute Standard Call:	60¢
Cost of a National SMS:	14¢

Cost of 1Mb of Data	For the basic Keep It Simple plan, 1Mb of data costs 5.0¢. For the plans that have included data, the cost of 1Mb of data is as follows: 100Mb bolt on – 2.0¢ 500Mb bolt on – 1.4¢ 1Gb bolt on – 1.2¢ 2Gb bolt on – 1.45¢ 3Gb bolt on – 1.3¢ 6Gb bolt on – 1.3¢ 10Gb bolt on – 1.3¢ If you have a data bolt on and exceed your monthly quota, 1Mb of additional data costs 5.0¢.
Number of Standard Calls:	This does not apply, as there are no included calls in the package
Non-Standard Call Prices:	For all additional pricing information, please see http://www.kissmobile.com.au/mobile-plans/mobile-plan-kiss-15
Minimum Total Plan Cost:	\$0.95

Other Information

Call and data usage information:	To get call and data usage information, go to http://www.kissmobile.com.au/ and login using your e-mail address or mobile number, and go to the Dashboard
International Roaming:	Our plans do not support international roaming
National Roaming:	Any national roaming calls do not incur any additional cost.
Help and support:	To contact Customer Service, go to http://www.kissmobile.com.au/ and login using your e-mail address or mobile number, and go to the KISScare ticketing system.
Dispute Resolution:	If you have a dispute with KISS and wish to make a complaint, please go to http://www.kissmobile.com.au/ and login using your e-mail address or mobile number, then go to the KISScare ticketing system, and from the drop-down, mark your ticket as "Complaint".
TIO Contact Details:	If you are not satisfied with our handling of your complaint and you have escalated this within KISS Mobile, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

This is a summary only. Complete information about our service can be found at <http://www.kissmobile.com.au/regulatory>.

[updated 15 May 2015]