

KISA Pty Ltd

KISA CRITICAL INFORMATION SUMMARY

KISA Plan

1. Information about the Service

What is the Service?

The KISA plan is a mobile service provided over the Vodafone mobile network. This service can be used to receive calls from any number and to make calls only to specific Australian numbers as configured on your KISA Phone (Handset). The Service cannot be used to make or receive text messages or data communications.

Equipment Required for Use of Service

A KISA Handset is required to use this Mobile Service. Please refer to our website on information about how to purchase and customise a KISA Phone. The cost of a KISA Handset is \$139.00, including configuration.

No bundling, no lock-in contract

No other telecommunications service is bundled with the Service. There is no minimum term for this plan.

2. Information about Pricing

Plan	Red 30	Red 70	Red 150	Red Ultimate
Minimum monthly cost	\$15.00	\$20.00	\$30.00	\$45.00
Minutes included in plan	30	70	150	600
Excess call charges (per 1 minute)	50 cents	29 cents	20 cents	20 cents
Calls between KISA phones	Free	Free	Free	Free
Cost of making a 2 minute call	\$1.00	\$0.58	\$0.40	\$0.15
If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make	15 calls	35 calls	75 calls	300 calls

Plan	Blue 75	Blue 175
Minimum monthly cost	\$25.00	\$40.00
Minutes included in plan	75	175
Excess call charges (per 1 minute)	33 cents	23 cents
Cost of making a 2 minute call	\$0.66	\$0.46
If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make	38 calls	87 calls

Calls are charged in 1 minute increments. KISA “Red” plans are using parts of the Vodafone network. KISA “Blue” plans are using parts of the Telstra network.

3. Additional Information

You can keep track of your account, including call charges, by logging in to your account on www.kisa.com.au.

To control excessive spending, we will contact you if your excess charges reach \$100 in any month. We may also restrict outgoing calls from your service until these excess charges are paid.

You can contact our complaint resolution area by calling us on 1300 557 453 or sending an email to complaints@kisa.com.au. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, by post to **PO Box 276, Collins Street West, VIC 8007**, or online at <http://www.tio.com.au/making-a-complaint>.