

## 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 \$169.00, 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 ESSENTIAL	RED UNLIMITED
Minimum monthly cost	\$15.00	\$35.00
Minutes included in plan	50	Unlimited
Excess call charges (per 1 minute)	30 cents	None
Calls between KISA phones	Free	Free
Cost of making a 2 minute call	\$0.60	Free
If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make	25 calls	Unlimited calls

Plan	BLUE ESSENTIAL	BLUE UNLIMITED
Minimum monthly cost	\$20.00	\$40.00
Minutes included in plan	50	Unlimited
Excess call charges (per 1 minute)	40 cents	None
Cost of making a 2 minute call	\$0.80	Free
If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make	25 calls	Unlimited 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](http://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](mailto: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>.