



CRITICAL INFORMATION SUMMARY

JUST 15 PREPAID PLAN

Information about the Service

The service provided is a Just Mobile prepaid service which uses Vodafone Wholesale 3G services. Customers can use the service to make and receive domestic and international voice calls, send and receive messages including text (SMS) and multi-media messages (MMS), and to access data services including browsing the Internet.

Minimum Term: No minimum term.
Included Call Value: Nil.

Information about Pricing

Early Termination Charge: Any remaining account balance is forfeited on termination.
Call Credit Expiry: Any remaining call credit will expire 180 days from your last recharge.
Cost of a 2 Min Call: \$0.60 before any discounts to Standard National numbers and Standard National Mobile numbers.
Cost of a Standard SMS: \$0.15 each before any discounts to Standard National Mobile numbers.
Cost of 1MB of Data: Not calculable. Data is charged at \$0.01 per 5 seconds
Non-Standard Call Prices: The price for non-Standard Calls including international direct dial, Value Added Services, and Special Calls, can be varied by Just Mobile at any time in its sole discretion.

Other Information

Information about full terms and conditions, including detailed call pricing information for international direct dial, Value Added Services and Special Calls can be found at http://www.justmobile.com.au/prepaid_rates.php. Copies of our Standard Form of Agreement can be downloaded from <http://www.justmobile.com.au/legal.php>.

You can contact us by calling 1300 785 758, emailing us at care@justprepaidmobile.com.au, by sending a fax to 07 5630 3030, or you can write to us at Just Mobile, Locked Bag 100, Southport QLD 4215.

You can monitor your usage by free dialling 889 from your Just Mobile to hear your account balance or call credit expiry date at any time. You will get an SMS if you're using your phone when your account balance only has enough credit left for a further 180 seconds call time, and a recorded message when you make your first call of the day if your balance is below \$3.00.

You can access our complaint handling procedures by calling us 1300 305 305, emailing us at care@justprepaidmobile.com.au, by sending a fax to (07) 5630 3030, or you can write to us at Just Mobile, Locked Bag 100, Southport QLD 4215. Our complaint handling procedures are located on our website at <http://www.justmobile.com.au/legal.php>.

If you are not satisfied with how your complaint has been addressed by Just Mobile, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at www.tio.com.au, by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins Street West, VIC 8007.

International roaming is not available using your Just Mobile prepaid service.

WARNING: Premium Services by their nature are expensive. You should carefully read the terms and conditions of any Premium Services you use, in particular the terms and conditions of any subscription based Premium SMS Services. You can stop specific Premium SMS Services by sending a SMS reply with the word "STOP". You can bar access to all Premium Services at any time by contacting Just Mobile customer care.

This Critical Information Summary has been prepared by Just Mobile in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.