

# 1. Information about the service

## What is the Service?

The KISA plan is a mobile service provided over the Vodafone mobile network and/or parts of Telstra Network in Australia. 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. The Service is only compatible with the KISA Phone. Do not use the service with a different device, as you may incur additional charges.

## Equipment Required for Use of Service

A KISA Phone 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 Phone is \$579, for any design and number of buttons. When purchasing a KISA Phone with one of the plans below, the cost of the KISA Phone will be \$389.

## Minimum Term

All KISA plans and services are on month to month basis with no lock in contracts, 1 month minimum term apply.

# 2. Information about pricing

## Telephony

Plan	Red Essential	Red Unlimited	Blue Essential	Blue Unlimited
Minimum Monthly Charge	\$15/mth	\$35/mth	\$20/mth	\$40/mth
Outgoing calls Standard National and Mobile	50 minutes included Calls made over this allowance will be charged at 30¢ per minutes.	Unlimited	50 minutes included Calls made over this allowance will be charged at 40¢ per minutes.	Unlimited
What is not Included	Calls to premium numbers, International numbers, SMS, and Data			

\*For international calls charges and International roaming, please contact us.

\*SMS rates are billed at 20¢ per message (max 160 characters)

\*Data is counted in kilobytes, and includes uploads and downloads. Excess data are billed at 15¢ per MB (charged per KB or part thereof).

\*Changing plan from KISA plans above to BYO, an unlocking fee will apply to recoup the difference in the price and admin fees

\*Calls are charged in 1 minute increments.

\*KISA "Red" plans are using Vodafone network. KISA "Blue" plans are using Telstra Wholesale network.

# 3. Additional Information

You can keep track of your account, including call charges, by logging in to your account on

[Contact us](#)

You can contact our complaint resolution area by

[complaints@kisa.com.au](mailto:complaints@kisa.com.au)

1300 557 453

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

<http://www.tio.com.au/making-a-complaint>

1300 557 453

PO Box 276, Collins Street West, VIC 8007