

APPENDIX A
VIRGIN MOBILE
VALUE ADDED SERVICE FEATURES

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1 ABOUT THIS APPENDIX

- (a) This *appendix* sets out the *value added service features* available with the:
 - (i) *Virgin Mobile* Postpaid Mobile Service,
 - (ii) *Virgin Mobile* Pre-paid Mobile Service; and
 - (iii) *Virgin Broadband Home Phone Service* (where specified).
- (b) The fees and charges for each *value added service feature* is set out in the table associated with that *value added service feature*. Please check this information carefully to see what fees and charges apply to *your* use of a *value added service feature*.
- (c) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 BASIC SERVICES

2.1 Caller ID

What is the name of the *value added service feature*?

Caller ID

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	√

What is the *value added service feature* and what is it used for?

Caller ID allows *your phone number* to be sent when *you* make phone calls and receive a phone number when called from a service which has the facility to send *CLI*. *Your phone number* will be sent with each call *you* make using the *Virgin Mobile service* unless *you* block the facility.

How do *you* activate the *value added service feature*?

Caller ID is defaulted to 'on' for all users.

If *you* have elected to switch Caller ID off, then *you* can activate Caller ID on a call-by-call basis by dialling the prefix 1832 before the phone number *you* are calling. *You* can also contact Customer Service to have Caller ID reactivated for all outgoing calls.

How do *you* de-activate the *value added service feature*?

You can de-activate Caller ID on a call-by-call basis by dialling the prefix 1831 before the phone number *you* are calling. Some handsets also feature an option to show/hide *your* number. *You* can also contact Customer Service to have Caller ID de-activated for all outgoing calls.

Are there any limitations or restrictions on using the *value added service feature*?

Your phone number may not be displayed on the *mobile phone* of the person *you* are calling, even if *you* have Caller ID activated, if the *mobile phone* or other phone handset of the person *you* are calling does not have the ability to display *your phone number*.

Fees and charges

We will not charge *you* for Caller ID.

2.2 Call Waiting

What is the name of the *value added service feature*?

Call Waiting

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	√

What is the *value added service feature* and what is it used for?

Call Waiting enables *you* to receive two calls to the same *mobile phone* or home phone simultaneously.

How does the *value added service feature* work?

While on a call *you* will hear a series of tones indicating a second call is waiting. *You* may then put the first call on hold and receive the second call.

How do *you* activate the *value added service feature*?

Many *mobile phones* allow *you* to activate Call Waiting directly from the *mobile phone*. *You* can also activate this feature on *your* home phone. *You* can contact Customer Service to have Call Waiting activated. For Broadband at Home, the service is also explained in the user guide for the Broadband at Home *service* explains how to activate Call Waiting for *your* home phone.

How do *you* de-activate the *value added service feature*?

Call Waiting can be de-activated from the *mobile phone* or home phone. Alternatively, *you* can contact Customer Service to deactivate this feature from *your mobile phone* or Broadband Support for *your* home phone, or refer to the Broadband at Home user guide.

Are there any limitations or restrictions on using the *value added service feature*?

Not all *mobile phones* support Call Waiting. The Broadband at Home phone supports Call Waiting.

Fees and charges

We will not charge *you* for the use of Call Waiting.

3 MESSAGING SERVICES**3.1 Virgin Mobile SMS**

What is the name of the *value added service feature*?

Virgin Mobile SMS

(Also known as SMS or text)

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for?

Virgin Mobile SMS enables *you* to send a SMS text message (of up to 160 characters per message) to other *mobile phones* either directly from *your mobile phone* or when *your mobile phone* is connected to a personal computer.

How does the *value added service feature* work?

SMS messages can be sent and received by customers within Australia on other participating *networks* and, in some circumstances, by *mobile phones* roaming overseas.

SMS messages can also be sent and received by customers connected to the *GSM network* of an overseas mobile carrier, provided that the overseas *network* has an international SMS agreement with *us*.

How do *you* activate the *value added service feature*?

All new *mobile phones* are automatically activated to access Virgin Mobile SMS.

How do *you* de-activate the *value added service feature*?

If *you* wish to de-activate Virgin Mobile SMS, *you* will need to contact Customer Service.

Do *you* need specific equipment to use the *value added service feature*?

To be able to use Virgin Mobile SMS, *your mobile phone* must be able to send and receive SMS messages.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to use Virgin Mobile SMS, *your phone* must be within coverage of *our network*.

For a SMS recipient to receive a SMS message their *mobile phone* must be SMS compatible and they must be within the coverage of the *network* of their service provider. If the message is not able to be sent initially, for example, if the *mobile phone* of the person to whom the SMS message is being sent is turned off, or out of coverage, the SMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received. The message is stored for seven (7) days before it is deleted.

There may be a delay between when a SMS message is sent and when it is received.

If *you* have not purchased *your mobile phone* from *us*, *you* may have to update *your* message centre number in *your* handset before *you* can successfully send a SMS.

Any special liability issues?

We accept no liability for any *loss* or damage as a result of a message not being secure or not received.

We cannot guarantee delivery to any overseas *network*.

Do any policies apply to the use of this *value added service feature*?

Virgin Mobile Fair Use Policy - Appendix B

Fees and charges

- We will charge *you* the amounts set out in the following table for SMS messages sent and received on *your mobile phone*
- We will charge *you* these charges regardless of whether the SMS message is successfully delivered or not.
- It may take up to eight (8) days from the date on which *you* send the SMS for the message charges to be applied to *your account*.
- *Special* rates may apply to some SMS types. See *your pricing plan* to check if *you* are eligible to receive *special* rates.

SMS Type	Standard Charge per Message (We charge per message per intended recipient. If <i>you</i> send the SMS message to more than one <i>mobile phone</i> <i>you</i> will be charged for the number of <i>mobile phones</i> to which that SMS message is sent.)
SMS sent to <i>mobile phones</i> within Australia – up to 160 characters	standard rate \$0.25
SMS sent to <i>mobile phones</i> in international locations #– up to 160	standard rate \$0.25 # only available where the overseas mobile carrier has an

characters	international SMS agreement with <i>us</i> .
Receiving a SMS on <i>your mobile phone</i> * *This may not apply to Premium SMS	No Charge*
Sending a SMS to another <i>Virgin Mobile</i> phone (V2V)*	\$0.05* * <i>Special V2V</i> rates do not apply to all plans. If <i>you</i> are not eligible for V2V rates, <i>you</i> will pay the standard rate for all text and photo messages. Please see <i>your pricing plan</i> to check if <i>you</i> are eligible for V2V rates.

3.2 Premium SMS

What is the name of the *value added service feature*?

Premium SMS (PSMS) or Premium Rate SMS.

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for?

Premium SMS allows *you* to be billed for services provided by a third party. This includes voting on interactive TV shows, participating in SMS chat rooms, entering competitions, subscribing to trivia or astrology and downloading ring tones and games.

How does the *value added service feature* work?

Premium SMS services are run by third parties. *You* can use or subscribe to a Premium SMS service by sending a SMS message, typically to a '19' number. *You* can sometimes subscribe to a service via a standard mobile number or by entering *your mobile phone number* into a form on a website or WAP site.

How do *you* activate the *value added service feature*?

All *mobile phones* provisioned to send and receive SMS messages can access Premium SMS. To access some premium SMS services *you* will first need to download WAP settings to *your mobile phone* handset to enable WAP browsing & downloads on *your* phone.

How do *you* de-activate the *value added service feature*?

Premium SMS is available on an opt-in basis. *You* can simply stop sending SMS to the service, or for subscription/club services, *you* need to send an SMS with the word 'STOP' (or other "opt out" wording advised by the third party) back to the corresponding 19 number. For further information on the third party that runs the service please call *Virgin Mobile* Customer Service.

Do you need specific equipment to use the *value added service feature*?

To be able to use Premium SMS, *your mobile phone* must be able to send and receive SMS messages. For some services such as ringtone downloads *you* may require a WAP capable handset.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to use Premium SMS, *your* phone must be within coverage of *our network*.

To send and receive billed premium SMS messages *your mobile phone service* must be active and if *you* have chosen the pre-paid option, *you* must have sufficient pre-paid balance available.

Any special liability issues?

We accept no liability for any *loss* or damage as a result of a SMS message not being secure or not received.

We bear no responsibility for the *content* of Premium SMS messages. *You* must make *yourself* aware of all costs and commitments associated with a premium SMS service before participating or subscribing.

Do any policies apply to the use of this *value added service feature*?

Virgin Mobile Fair Use Policy - Appendix B.

Fees and charges

The cost of Premium SMS is set by the third party. This may include:

- (a) cost to send a SMS,
- (b) cost to receive a SMS,
- (c) initial and ongoing costs,

This cost may also depend on:

- (a) whether the service is a once off transaction;
- (b) whether it is a subscription/club; and
- (c) the frequency of subscription.

Additional WAP charges may also apply to some services. *You* should check the fees that are charged before using the service. *We* will bill *you* for the cost of *your* use of the service.

3.3 SMS Chat

What is the name of the *value added service feature*?

Mon Ami Chat or SMS Chat

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for?

SMS Chat allows *you* to 'chat' anonymously to other digital mobile customers via SMS text messages.

How does the *value added service feature* work?

To use SMS Chat *you* must set up a unique nickname. This nickname allows *you* to chat to other users without disclosing *your phone number*. *You* chat to other Mon Ami Chat users by sending SMS text messages to the Mon Ami Chat access number **0422 477 777**. Customers are matched up with a new chat buddy each day and chat to each other individually.

How do *you* activate the *value added service feature*?

All *mobile phones* provisioned to send and receive SMS messages can access SMS Chat.

How do *you* de-activate the *value added service feature*?

If *you* wish to de-activate SMS Chat, *you* need to send an SMS with the text Kill All to the Mon Ami chat number **0422 477 777**.

Do *you* need specific equipment to use the *value added service feature*?

To be able to use SMS Chat, *your mobile phone* must be able to send and receive SMS messages.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to use SMS Chat, *your phone* must be within coverage of *our network*.

For a SMS recipient to receive a SMS message their *mobile phone* must be SMS compatible and they must be within the coverage of the *network* of their service provider.

Any special liability issues?

We accept no liability for any *loss* or damage as a result of a SMS message not being secure or not received.

We bear no responsibility for the *content* of SMS Chat messages, and recommend that *you* do not disclose *your* personal details (including *your phone number*) to other SMS Chat users.

Do any policies apply to the use of this *value added service feature*?

Virgin Mobile Fair Use Policy - Appendix B

Fees and charges

- We will charge *you* \$0.25 for each message sent (up to 160 characters).
- SMS Chat messages are charged on sending, whether the message is successfully delivered or not.
- If the receiving SMS Chat user has elected to 'ignore' *your* message, or is no longer connected to SMS Chat, the SMS will not be delivered and *you* will still be charged for sending the SMS.
- We will charge *you* for any SMS message *you* send to register for and set up SMS Chat.
- It may take up to eight (8) days from the original send date for message charges to be applied.
- Usage charges for SMS Chat are not included in the included calls component of *pricing plans*, unless otherwise stated.

3.4 Virgin Mobile MMS

What is the name of the *value added service feature*?

Virgin Mobile MMS

(also known as MMS or photo messaging)

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for?

MMS provides *you* with the ability to send messages which are a combination of text, photos, animations, video or sound.

How do *you* activate the *value added service feature*?

If *you* connected to *Virgin Mobile* prior to December 2005, to activate Virgin Mobile MMS, *you* must contact Customer Service to request that GPRS be activated on *your mobile phone* otherwise this will automatically be made available to *you*. *You* must also ensure that *your* handset has the correct settings to send and receive MMS. These settings are available from www.virginmobile.com.au.

If *you* attempt to use Virgin Mobile MMS without following the above activation process, *you* may be charged for MMS messages whether the message is successfully delivered or not.

Do *you* need specific equipment to use the *value added service feature*?

To be able to use Virgin Mobile MMS, *your mobile phone* must be MMS compatible with Virgin Mobile MMS settings. Not all MMS compatible *mobile phones* support all features of Virgin Mobile MMS.

If *your mobile phone* and *service* is provisioned for GPRS, *you* can:

- send Virgin Mobile MMS messages from *your mobile phone* using GPRS. The form of *content* that *you* can send is limited to text and photos. The ability to preview photos depends on *mobile phone* functionality; and
- view MMS messages on *your mobile phone* using GPRS.

Are there any limitations or restrictions on using the *value added service feature*?

Virgin Mobile MMS messages can be sent to MMS compatible *mobile phones*:

- which have activated MMS settings, and
- which are connected to other mobile *networks* in Australia, where there is an interconnection arrangement in place that allows communication in MMS format.

If a MMS message is sent to a *mobile phone* that cannot receive the message in MMS format the recipient of the message will be sent a SMS message telling the recipient where their message can be viewed. The recipient will need to have a SMS compatible *mobile phone* and *service* to receive this message. If the recipient is connected to an overseas *network* there will need to be an international SMS agreement with us that enables receipt of the message. The recipient can access the message via the website for up to 30 days before deletion by *us*.

For a MMS recipient to receive a MMS message they must be within the coverage of the *network* of their service provider. If the message is not able to be sent initially, for example, if the *mobile phone* of the person to whom the MMS message is being sent is turned off, or out of coverage, the MMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received. The message is stored for seven (7) days before it is deleted.

There may be a delay between when a MMS message is sent and when it is received.

Any special liability issues?

We accept no liability for any *loss* or damage as a result of a delay in receiving a message, a message not being secure or not received.

We cannot guarantee delivery to any overseas *network*.

Do any policies apply to the use of this *value added service feature*?

Virgin Mobile Fair Use Policy - Appendix B

Fees and charges

- We will charge *you* the amounts set out in the tables below for Virgin Mobile MMS messages sent and received using *your mobile phone*.
- We will charge *you* for sending a Virgin Mobile MMS message whether or not the message is successfully delivered to the intended recipient/s and regardless of whether delivered as a MMS or as a SMS or other message.
- The usage charges for Virgin Mobile MMS are not included in the included calls component of *your pricing plan*, or any discounted call offers, unless usage charges for SMS or MMS are stated to be included in these components.

Virgin Mobile MMS	Charge per message
MMS sent to <i>mobile phones</i> within Australia	\$0.60 per intended recipient (that is, per mobile number for the MMS to be delivered to)
MMS sent to <i>mobile phones</i> internationally	\$0.60 per intended recipient (that is, per mobile number for the MMS to be delivered to)
Receiving an MMS on <i>your mobile phone</i>	No charge
MMS sent to other <i>Virgin Mobile phones (V2V)</i>	\$0.25*

* <i>Special V2V rates do not apply to all plans. If you are not eligible for V2V rates, you will pay the 'To Others' rate for all text and photo messages</i>
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4 VOICEMAIL SERVICES

4.1 Virgin Mobile VoiceMail

What is the name of the *value added service feature*?

Virgin Mobile VoiceMail

(also known as VoiceMail)

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	√

What is the *value added service feature* and what is it used for?

VoiceMail is available for *you* to set up when *you* activate *your Virgin Mobile service* and provides functionality similar to an answering machine on *our network*. It allows people who call *you* to leave a voice message for *you* if *you* do not answer *your mobile phone*.

How does the *value added service feature* work?

For Virgin Mobile VoiceMail to work, *you* must set up and maintain diversions to *your* VoiceMail box.

The following options exist when diverting a *service* to VoiceMail:

- conditional diversions based on: call not answered, number busy, number not contactable (e.g. out of range or turned off), or
- unconditional diversion of all calls.

When a person calls and their call is diverted to *your* VoiceMail box they can leave a message. *You* can then call in to listen to that message at a convenient time.

You can also record a personalised greeting up to three (3) minutes long.

How do *you* activate/reactivate the *value added service feature*?

A VoiceMail box will be reserved on *our network*. *You* will need to call 212 from *your Virgin Mobile* handset to setup *your* voicemail service.

How do you de-activate the *value added service feature*?

You can de-activate VoiceMail by removing the diversions to VoiceMail. The box will still be reserved on the Virgin Mobile VoiceMail system but no calls will be diverted to it. This gives *you* the option to opt back into the service simply by resetting the diversions to *your* VoiceMail box.

For removal of Virgin Mobile VoiceMail completely, please contact Customer Service.

What features are available with *value added service feature*?

VoiceMail Call Return – allows *you* to return a call without exiting the VoiceMail box. VoiceMail Call Return is only available when *you* access *your* VoiceMail box from *your mobile phone*. This feature is based on the ability of the VoiceMail box to capture the caller's telephone number, to record a number entered by the caller and to allow *you* to enter a telephone number to return the call. The caller's telephone number will not always be captured by the VoiceMail box including when:

- the caller's line has a temporary (call by call basis) or permanent (including a silent line or when the third party providing the caller's service does not provide the *CLI* facility) block on sending *CLI*,
- the call was an international call,
- the call was from a payphone, or
- the number was overridden by a number entered by the caller.

Some numbers, including international numbers, phone numbers with the prefixes 13 and 19 and emergency services numbers, when entered by the caller or *you*, will not be accepted as call return numbers.

Are there any limitations or restrictions on using the *value added service feature*?

The VoiceMail box can store up to 25 messages of up to three minutes (3) minutes per message.

The messages will be stored for a maximum of fourteen (14) days for new messages, or seven (7) days if *you* store the message.

If *you* are using VoiceMail with the *pre-paid service your account* must be active and *you* must have enough credit to make a call to access *your* Voicemail.

When a caller leaves a message in *your* VoiceMail, *our network* will attempt to send a SMS message waiting indicator to *your mobile phone*. If *your* phone is not within coverage or is turned off, *our network* will continue to send the SMS until the SMS is received by the *mobile phone* for a period of up to seven (7) days.

Fees and charges

Voicemail is free for *Virgin Mobile* postpaid and pre-paid mobile customers within Australia.

You will be charged *our* standard charges for the type of call made using VoiceMail Call Return, that is, the charge for a local call, national call or call to a *mobile phone*

4.2 Virgin Mobile Pagemail

What is the name of the *value added service feature*?

Virgin Mobile Pagemail

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for?

Pagemail is an operator answered messaging service that allows messages (up to 160 characters) to be sent to *your mobile phone*, which doubles as a message pager.

How does the *value added service feature* work?

For Virgin Mobile PageMail to work, *you* must set up and maintain diversions to *your* PageMail service.

The following options exist when diverting a *service* to PageMail:

- conditional diversions based on: call not answered, number busy, number not contactable (e.g. out of range or turned off), or
- unconditional diversion of all calls.

Pagemail allows *you* to divert calls to *our* messaging service. The call will be answered by an operator by stating *your* personalised greeting. *Your* greeting must not be defamatory or obscene. The caller will then be able to leave a short message, which will be sent to *your mobile phone* as a text message.

How do *you* activate the *value added service feature*?

To activate Pagemail, *you* need to contact Customer Service.

How do *you* de-activate the *value added service feature*?

To de-activate Pagemail, *you* need to contact Customer Service. *You* may also choose to disable the service by changing the diversion on *your* handset.

Do you need specific equipment to use the *value added service feature*?

To be able to use Pagemail, *your mobile phone* must be able to send and receive SMS messages.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to receive a Pagemail message, *your phone* must be within coverage of *our network*.

If the message of is not able to be sent initially, for example, if *your mobile phone* is turned off or out of coverage, the SMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received. The message is stored for seven (7) days before it is deleted.

Fees and charges

- We will charge *you* the amounts set out in the table below for using Pagemail.
- We charge *you* for Pagemail messages regardless of whether they are successfully delivered or not.
- *You* will be charged a diversion charge for each call diverted to Pagemail.
- If a caller does not leave a message with the Pagemail operator, *you* will not be charged for the attempted message however we will charge *you* for the diversion to Pagemail.

Service Type	Charge Per Diversion
Virgin Mobile Pagemail	\$0.85

5 VIRGIN VIBE

5.1 Virgin Vibe

What is the name of the *value added service feature*?

Virgin Vibe

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√

Home Phone	X
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What is the *value added service feature* and what is it used for and how does it work?

Virgin Vibe allows you to access a wide range of mobile *content*, made available by us from time to time, to browse or download, using a WAP compatible *mobile phone*. If your mobile handset is not WAP compatible you may not be able to access mobile content. You may still be charged if you attempt to access this content even if you cannot successfully download it to your handset.

The *content* that is available through *Virgin Vibe* is subject to change at our discretion

How do you access the *value added service feature*?

There are three (3) ways of accessing *Virgin Vibe*:

- from the *Virgin Mobile* website: www.virginmobile.com.au/vibe
- from the *Virgin Vibe* menu and sub menus from a WAP GPRS compatible *mobile phone*,
- from the *Virgin Vibe* menu and sub menus from a 3G compatible *mobile phone*.

From the website

You can view services available to you via the *Virgin Vibe* website. You will be able to download ringtones and wallpapers through the *Virgin Vibe* website. You need to provide your *mobile phone* number in order to receive downloads.

Note – You may also set up for access to *Virgin Vibe* on your handset via Over The Air Provisioning on the website.

From a WAP GPRS compatible *mobile phone*

You may access the *Virgin Vibe* menu and sub menus from a WAP GPRS compatible *mobile phone*. You do not need to register for this service and will not be given a password.

How to connect to *Virgin Vibe* varies between *mobile phones*. Please refer to Get Set Up at www.virginmobile.com.au/vibesetup for information regarding connecting to *Virgin Vibe* via WAP GPRS.

You may browse the menu and associated sub menu(s) to choose the information you wish to view or *content* to receive.

You will not be charged for browsing on the *Virgin Vibe*.

From a 3G compatible *mobile phone*

You may access the *Virgin Vibe* menu and sub menus from a *Virgin Mobile* approved 3G compatible *mobile phone*. You do not need to register for this service and will not be given a password.

How to connect to *Virgin Vibe* varies between *mobile phones*. Please refer to Get Set Up at www.virginmobile.com.au/vibesetup for information regarding connecting to *Virgin Vibe* via 3G *mobile phones*.

You may browse the menu and associated sub menu(s) to choose the information you wish to view or *content* to receive.

You will not be charged for browsing on the *Virgin Vibe*.

Do you need specific equipment to use the *value added service feature*?

To use *Virgin Vibe*, you need a compatible *mobile phone*. Details of compatible phones can be found at www.virginmobile.com.au/vibesetup

To access some of the *content* on *Virgin Vibe* you will need to apply for WAP GPRS/3G. We will tell you when you need to use this access method.

Are there any limitations or restrictions on using the *value added service feature*?

You must be within the coverage of the *Virgin Mobile network* to access *Virgin Vibe* service

If your *mobile phone* is turned off, or out of coverage, then you will not be able to access the *Virgin Vibe*.

You may only use the *Virgin Vibe content* for personal and non-commercial purposes and not otherwise copy, modify, publish, republish, re-distribute, re-communicate or otherwise commercially exploit in any form or by any method whatsoever.

Any special liability issues?

We make no warranty about the accuracy, timing or currency of any information provided via *Virgin Vibe*. You rely on any information provided via *Virgin Vibe* at your own risk and should seek independent advice where appropriate.

We accept no liability for any loss or damage as a result of a delay in receiving *Virgin Vibe content*, or *Virgin Vibe content* not being secure or not received.

You indemnify us against any loss or damage suffered or incurred, directly or indirectly, as a result of reliance upon any information received on *Virgin Vibe*.

You acknowledge that we may source *Virgin Vibe content* from third party providers. To the extent permitted by law, we make no representations or warranties:

- about the operation, functions or features of any item of *Virgin Vibe content*,
- in relation to the compatibility of any item of *Virgin Vibe content* with any other software or equipment, or
- that any item of *Virgin Vibe content* will be free of all defects, errors, viruses, bugs or similar harmful code.

Virgin Vibe content may be considered offensive and may not be suitable for minors and others. To the extent permitted by law, we will not be liable in respect of any claim that *Virgin Vibe content* is offensive or explicit. Use of *Virgin Vibe*, including *content* from third party suppliers, is solely at *your* risk.

Do any policies apply to the use of this *value added service feature*?

Virgin Vibe terms and conditions for each service can be found at:
<http://www.virginmobile.com.au/vibe/help.html#6>

5.2 What features are available with *value added service feature*?

Full details including pricing information on all *our* current *Virgin Vibe* features is available from *our* website at www.virginmobile.com.au/vibe

5.3 Descriptions and special terms relating to some of *our Virgin Vibe services and features*

(a) **MOBILE MUSIC DOWNLOADS**

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

In addition to the terms and conditions in relation to *Virgin Vibe*, as set out above, the following specific terms and conditions apply to Music Downloads.

What is Music Downloads and what is it used for?

Music Downloads allows *you* to:

- download music and / or an accompanying video clip (where available) to *your mobile phone*
- purchase music files on *your mobile phone*

The music files are downloaded in the form of WMA files. The WMA files are protected by Digital Rights Management 1000.

How do *you* activate Music Downloads?

You can access and download music from the Music category of the *Virgin Vibe* using a 3G handset.

Do *you* need specific equipment to use Music Downloads?

To access the Music Downloads *you* must have a 3G network and WMA compatible *mobile phone* (approved for use on the *Optus 3G network*). *You* may still be charged if *you* attempt to access this content even if *you* cannot successfully download it to *your* handset.

Are there any limitations or restrictions on using the *value added service feature*?

Once *you* purchase a music file *you* may listen to it via *your mobile phone*.

(b) MOBILE VIDEO DOWNLOADS

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	X

What is the *value added service feature* and what is it used for and how does it work?

In addition to the terms and conditions in relation to *Virgin Vibe*, as set out above, the following specific terms and conditions apply to Video Downloads.

What is Video Downloads and what is it used for?

Video Downloads allows *you* to:

- download comedy / music clips (where available) to *your mobile phone*
- purchase video files on *your mobile phone*

The video files are downloaded in the form of WMA files. The WMA files are protected by Digital Rights Management 1000.

How do *you* activate Video Downloads?

You can access and download video clips from the Music or Comedy category of the *Virgin Vibe* using a 3G handset.

Do you need specific equipment to use Video Downloads?

To access the Video Downloads *you* must have a 3G network and WMA compatible *mobile phone* (approved for use on the *Optus 3G network*). You may still be charged if you attempt to access this content even if you cannot successfully download it to your handset.

Are there any limitations or restrictions on using the *value added service feature*?

Once *you* purchase a video file *you* may watch to it via *your mobile phone*

5.4 *Virgin Vibe* - Fees and charges

Fees and charges

Full details of all fees and charges are set out on *our* website at: www.virginmobile.com.au/vibe

Subject to the following paragraph, there are no data charges with the *Virgin Vibe*. It's free to browse.

The Apple iPhone 3G is not compatible with WAP technology and is not designed to work with the *Virgin Vibe*. *We* do not recommend that *you* access the *Virgin Vibe* from the Apple iPhone 3G. If *you* do *your* data usage while on the *Virgin Vibe* will count towards any data allowance *you* may have or will be charged at casual browsing rates.

The download cost of *Virgin Vibe content* depends on the type of *Virgin Vibe content* requested.

We will charge *you* to download *Virgin Vibe content* as indicated by the table below, whether that *content* is successfully received or not.

You will always be told the cost to download any *Virgin Vibe content* before *you* start downloading.

It may take up to eight (8) days from the original send or request date for charges to be applied.

Usage charges for *Virgin Vibe* are not included in the included calls component of *pricing plans*, or any discounted call offers, unless otherwise specified.

6 VIDEO SERVICES

6.1 Video Calling

What is the name of the *value added service feature*?

Video Calling

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	X
Home Phone	X

What is the *value added service feature* and what is it used for?

Video calling allows *you* make and receive video *calls* to and from other 3G compatible *mobile phones*;

Other features that *you* use with *your 3G mobile phone* such as voice *calls*, text messages (SMS) and picture and video messages (MMS) are covered by the terms of *your pricing plan* and the terms in the *Virgin Mobile service description* and this *Appendix A – Value Added Service Features*.

How does the *value added service feature* work?

To make a video call to another 3G *mobile phone*:

- (a) both *you* and the person *you* are calling must be within *our 3G network* coverage area or the 3G *network* area of a carriage service provider with whom *we* have an interconnect agreement relating to 3G *network* services; and
- (b) the person *you* are calling must be either be a customer on *our network* or the customer of a carriage service provider with whom *we* have an interconnect agreement relating to 3G *network* services.

If the person *you* are video calling:

- (c) does not have a video voicemail box and does not answer *your* call or has their *mobile phone* switched off, or
- (d) is not in a 3G coverage area and has not requested that all video calls be diverted to their video voicemail box, or
- (e) is on another call, or
- (f) is in an area with poor reception (for example in a tunnel),

you will not be able to make a video call and *you* will be asked whether *you* would like to make a voice call instead, or if *your mobile phone* does not have this feature, an error message will be displayed.

If *you* or the person *you* have video called move out of a 3G coverage area, *your* video call will drop out and *you* will need to call the person back with a voice call.

A video voicemail box is not available with Video Calling. If *you* are on another call, have *your mobile phone* switched off or do not answer a video call, the calling party will not be able to leave *you* a video message. If a

caller makes a voice call to *your mobile phone* they may leave a message on *your* VoiceMail box or PageMail service if *you* have activated either Virgin Mobile VoiceMail *value added service feature*.

When *you* answer a video call in a 3G coverage area, the caller will be able to see *you* (or anything that *your* video camera is pointed at). If *you* do not want the caller to see *you*, *you* can then choose to turn off the video component after *you* have accepted the video call. However, the caller will still be charged for making a video call. See *your mobile phone* manufacturer's user guide for further information.

Do you need specific equipment to use the *value added service feature*?

Both *you* and the person *you* are calling must have a 3G compatible *mobile phone*.

If *you* do not use a *mobile phone* that we have approved for use with Video Calling, we do not accept any liability if *your mobile phone* does not work effectively (or at all) with Video Calling.

What features are available with *value added service feature*?

Video calling allows *you* to:

- Turn video and audio calling on or off at *your* leisure (depending on the features of *your mobile phone* *you* should check the manufacturers guide);
- Receive the Caller ID;
- Bar incoming and outgoing video calls - *you* must call *our* customer service centre to do this
- Make International video calls
- *Roam* internationally, where we have a *roaming* agreement with the overseas *network* provider for 3G *network* services.

Are there any limitations or restrictions on using the *value added service feature*?

You must be within the coverage area of *our 3G network* or the 3G *networks* of other *carriage service providers* with whom we have an interconnection agreement.

The coverage area of *our 3G network* is not equal to the coverage area of *our GSM* or *GPRS networks*. For the latest coverage information, see <http://www.virginmobile.com.au/services/coverage.html>

You can only call to and receive video calls from other 3G *networks* if we have a video call interconnection arrangement with the owner of the other 3G *network*.

The quality of the video image *you* receive on *your mobile phone* and the image *you* send to another caller will depend on a number of factors including:

- (a) the amount of *network* congestion and signal strength in the area *you* (or the called party) are located;
- (b) the quality of the camera on *your* (or the other party's) *mobile phone*.

If *you* or the person *you* have video called move out of a 3G coverage area, *your* video call will drop out and *you* will need to call the person back with a voice call.

There may be places within *our 3G network* coverage area where access to Video Calling is limited or unavailable – for example in a tunnel.

Any special liability issues?

You are responsible for the calls *you* make and the messages *you* send. *You* must not make calls or engage in messaging activity that is offensive to the person *you* are sending them to or which interferes with or compromises any other person's use of Video calling (such as spamming).

Do any policies apply to the use of this *value added service feature*?

The Virgin Mobile Fair Use Policy applies - Appendix B.

Fees and charges

We will charge *you* for each national video call at the same rates as *your* national voice rates. Please see *your pricing plan* for details of voice call rates.

We will charge *you* for each international video call at the same rates as *our pricing tables* for international voice calls. [Please note international video calls may not be available to all *networks* or *countries*.](#)

International roaming is charged at higher rates and is subject to variation. For up to date roaming information on roaming see <http://www.virginmobile.com.au/rates/internationalroaming.html> or call Customer Service.

7 MOBILE INTERNET AND DATA SERVICES

7.1 Mobile Browsing

What is the name of the *value added service feature*?

Mobile Browsing

Which services can *you* use the *value added service feature* with?

Postpaid	√
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Pre-paid	X
Home Phone	X

What is the *value added service feature* and what is it used for and how does it work?

Mobile Browsing provides access to the Internet via an approved *mobile phone* using GPRS/3G technology.

Using Mobile Browsing, *you* can:

- access the Internet,
- access *your* e-mail,
- download music, applications, and other *content*,
- stream *content*, and use a chat or messenger service.

How do *you* activate the *value added service feature*?

Most *mobile phones* purchased from us are GPRS or 3G capable. To access Mobile Browsing on *your mobile phone*, *you* must set *your mobile phone* up by:

- referring to Get Set Up on *our* website:
<http://www.virginmobile.com.au/vibesetup/>
- referring to the manufacturers user manual; or
- calling Customer Service.

Do *you* need specific equipment to use the *value added service feature*?

You must have a WAP GPRS or 3G capable *mobile phone*.

Are there any limitations or restrictions on using the *value added service feature*?

You must be within *our network* coverage to use Mobile Browsing.

Any special liability issues?

We make no warranty about the accuracy, timing or currency of any information provided via Mobile Browsing. *You* rely on any information provided via Mobile Browsing at *your* own risk and should seek independent advice where appropriate.

We accept no liability for any *loss* or damage as a result of a delay in receiving information provided via Mobile Browsing, or information provided via Mobile Browsing not being secure or not received.

You indemnify us against any loss or damage suffered or incurred, directly or indirectly, as a result of reliance upon any information received on Mobile Browsing.

Do any policies apply to the use of this value added service feature?

Virgin Mobile Fair Use Policy - Appendix B

Fees and charges

There are several pricing options applicable to Mobile Browsing (see below). We charge you for the amount of data you use whilst using Mobile Browsing.

We charge in increments of 1 kilobyte or 1/1024 of a megabyte depending upon the billing system we use to generate your bill.

Your usage of Mobile Browsing is not included in any included monthly calls under your WAP GPRS/3G pricing plan unless specified otherwise. We will charge you the relevant WAP GPRS/3G usage charge for downloading Mobile Browsing data.

The pricing plans for Mobile Browsing are set out in the applicable pricing tables.

If you do not subscribe to a Data Subscription package or if you use more than the amount of data included in your Data Subscription the standard rate for data browsing will apply. The standard rate for data browsing is 1.5c per KB of data (\$0.0015 per KB).

7.2 Global Roaming

What is the name of the value added service feature?

Global Roaming or *Globetrotting*

Which services can you use the value added service feature with?

Postpaid	√
Pre-paid	X
Home Phone	X

What is the value added service feature and what is it used for?

Globetrotting is used to make and receive calls using your mobile phone whilst travelling overseas.

How does the value added service feature work?

Globetrotting allows you to use the GSM networks of overseas mobile digital carriers.

How do you activate the value added service feature?

To activate *Globetrotting*, you must contact Customer Service.

How do you de-activate the value added service feature?

You can deactivate roaming at any time by calling Customer Service.

Do you need specific equipment to use the value added service feature?

Mobile phone requirements vary from country to country depending on the frequency at which that country's mobile digital carrier's *network* operates. You may be required to rent a *mobile phone* in some countries including, for example, South Korea and Japan. You can contact Customer Service for more information.

Are there any limitations or restrictions on using the value added service feature?

Globetrotting cannot be activated by all customers, due to credit risk.

Globetrotting is not available in all countries or in all areas of those countries where it is available. The countries where roaming is available may vary from time to time. You can obtain information on where roaming is available from us and from our website: www.virginmobile.com.au. We cannot guarantee coverage throughout any particular country where roaming is available.

Depending on the *network* used by each country's mobile digital carrier, roaming may not allow the use of all *value added service features* including, for example, Video Calling, GPRS, Pagemail and SMS.

Fees and charges

When you activate *Globetrotting* we will charge you the rates set out in the table below:

Globetrotting calls will be ineligible for any discounts in your *pricing plan* unless otherwise specified.

Activity	Charge
Using your mobile phone to make a voice or video phone call while roaming overseas	The rate applicable to the country you are roaming in as varied from time to time. Rates are subject to variation and vary by call origin, destination and type. Before you travel overseas you should contact us by calling Customer Service for further information.

Receiving a voice call or video on <i>your mobile phone</i> while roaming overseas	The standard rate for an international call to the country concerned will be applied to the international leg of the call plus the carrier charge applicable to the country <i>you are roaming</i> in. Rates are subject to variation and vary by call origin, destination and type. Before <i>you</i> travel overseas <i>you</i> should contact by calling Customer Service for further information.
Sending a standard SMS to a <i>mobile phone service</i> while roaming overseas	\$0.25 per message sent (up to 160 characters) plus the carrier charge applicable to the country <i>you are roaming</i> in. Before <i>you</i> travel overseas <i>you</i> should contact <i>us</i> by calling Customer Service for further information.
Using GPRS while <i>roaming</i>	Before <i>you</i> travel overseas <i>you</i> should contact <i>us</i> by calling Customer Service for further information and pricing.

8 VIRGIN MOBILE MLH INSURANCE

What is the name of the *value added service feature*?

Virgin Mobile Risk Insure Insurance

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	X
Home Phone	X

Any further information

If *you* are making a claim for a lost or stolen phone, *you* must notify *us* and request IMEI blocking to be activated on *your mobile phone* before Risk Insure will process a claim. It may take up to 10 working days before IMEI blocking is activated.

For further information, the terms and conditions and the fees and charges for Virgin Mobile Risk Insure Insurance can be found on *our* website:
<http://www.virginmobile.com.au/services/insurance.html>

9 DIRECTORY ASSISTANCE

9.1 124Red

What is the name of the *value added service feature*?

124Red Directory Assistance

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	√

What is the *value added service feature* and what is it used for?

124Red Directory Assistance enables *you* to be connected directly to any listed local or national phone number or have the number sent to *your mobile* phone as a SMS. If *you* call from *your* Broadband at Home *service*, the number will be provided over the phone.

How does the *value added service feature* work?

By calling 124733 (124RED) from *your service* *you* will be connected to an operator who will look up any listed local or national number. *You* will have the option to be connected directly to that number or, if *you* are calling from *your* mobile phone, have the number sent to *your* phone as a SMS.

How do *you* activate the *value added service feature*?

All *Virgin Mobile services* are automatically activated to access 124Red by calling 124733 (124RED).

Do *you* need specific equipment to use the *value added service feature*?

You need an active *Virgin Mobile service*. Pre-paid mobile *services* must have sufficient credit to make the call.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to use 124Red and to receive the number as a SMS (for mobile phone users), *you* must be within coverage of the *Virgin Mobile network*.

Any special liability issues?

We accept no liability for any *loss* or damage as a result of a message not being secure or not received.

Fees and charges

- *We* will charge *you* the amounts set out in the table below for Red Pages.
- *We* will charge *you* these charges regardless of whether the SMS message is successfully delivered or not.

	124Red Standard Charges
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124Red	standard rate \$0.99 <i>flagfall</i> + \$0.49 per 30 seconds billed in per second increments
Receiving a 124Red SMS on <i>your mobile phone</i>	No Charge

10 1800 REVERSE CALL SERVICES

What is the name of the *value added service feature*?

1800 Reverse and 1800 PhoneHome and 1800MumDad (Reverse Call Services)

Which services can *you* use the *value added service feature* with?

Postpaid	√
Pre-paid	√
Home Phone	√

What is the *value added service feature* and what is it used for?

Reverse Call Services enables *you* to connect directly to a reverse charge call type, which can be connected to any fixed line or *mobile phone* in Australia. If *you* have a *pre-paid service*, *you* can have a nil *account* balance and still use this service.

How does the *value added service feature* work?

By calling a Reverse Call Services from *your Virgin Mobile service* *you* will be connected to an IVR where *you* are prompted to state the number *you* wish to connect to, and also record *your* name. The Reverse Call Services will request authorisation from the B party to connect the call. When approved, the call is connected and the B party receives the charge for the call.

How do *you* activate the *value added service feature*?

All *Virgin Mobile services* are automatically activated to use Reverse Call Services.

Do *you* need specific equipment to use the *value added service feature*?

You need an active *service*.

Are there any limitations or restrictions on using the *value added service feature*?

To be able to use a Reverse Call Services, *your service* must be within coverage of *our network*.

Fees and charges

You will not be charged for this service.