

APPENDIX G
VIRGIN BROADBAND
CALL TYPES

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1 ABOUT THIS DOCUMENT

- (a) This document contains a description of each of the types of *calls* you can make using the *service*.
- (b) This document does not contain any pricing information in relation to the *call* types. Please check the *pricing tables* carefully to see what fees apply to each *call* type.
- (c) The meaning of the words printed *in italics like this* is explained in the *pricing tables*, in the *service description*, in the *general terms* or in the *dictionary*.

2 LOCAL CALLS

A *call* where the person making the *call* and the person receiving the *call* are both within the same *charging zone*. The *charging zone* is based on area code, so a *local call* is a call where both parties' area codes are the same, for example:

Person Calling	Person Receiving
A-party: 02 XXXX XXXX	B-Party: 02 XXXX XXXX
A-party: 03 XXXX XXXX	B-Party: 03 XXXX XXXX
A-party: 07 XXXX XXXX	B-Party: 07 XXXX XXXX
A-party: 08 XXXX XXXX	B-Party: 08 XXXX XXXX

3 NATIONAL CALLS

A *call* where the person making the call and the person receiving the call are in different *charging zones* within Australia, for example:

Person Calling	Person Receiving
A-party: 02 XXXX XXXX	B-Party: 03 XXXX XXXX
A-party: 02 XXXX XXXX	B-Party: 07 XXXX XXXX
A-party: 02 XXXX XXXX	B-Party: 08 XXXX XXXX
A-party: 03 XXXX XXXX	B-Party: 02 XXXX XXXX

4 13/1300 CALLS

A call made to a telephone number that begins with a 13 or 1300 prefix.

5 EMERGENCY SERVICES CALLS

A *call* made to a designated emergency services number (for example, 000) for the purposes of contacting the police, ambulance or fire services.

6 DIRECTORY ASSISTANCE CALLS

A *call* made to operator assistance by dialling, for example, '124733' or '1223', for local and national directory assistance.

Operator assistance is available 24 hours a day, seven days a week.

7 CALLS TO OTHER SERVICES

(a) A *call* made to:

- (i) a telephone number that begins with a 190 prefix,
- (ii) a 1800 or + 800 service, or
- (iii) a dial up packet network service (a 0192, 0195 and 0198 prefix number).

8 DIVERTED CALLS

A diverted *call* is one where *you* set up *your service* to automatically send the call to another *phone number*.

9 RETRIEVAL CALLS

A *call* made to recover messages left by people calling *you* on VoiceMail, where *you* activate the VoiceMail *enhanced calling feature*.