

VIRGIN BROADBAND

HOME PHONE PRICING TABLE

SECTION 1 - GENERAL INFORMATION AND CHARGES

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1 ABOUT THIS PRICING TABLE

- (a) This is the *pricing table* for the Virgin Broadband Home Phone Service.
- (b) The *agreement* is made up of:
 - (i) *your* application;
 - (ii) the *general terms*;
 - (iii) the *service description*;
 - (iv) this *pricing table and pricing plans*; and
 - (v) the *appendices*.
- (c) All charges are expressed as GST inclusive charges.
- (d) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 HOW TO USE THIS PRICING TABLE

2.1 Which *pricing plan* applies to you?

- (a) If *you* have already completed *your application* for the *service* the name of *your pricing plan* will be indicated on *your application*. If *you* do not know the name of *your pricing plan* it is indicated on *your bill*.

3 HOME PHONE PRICING PLANS

3.1 Home Phone Fair Use Policy

The charges set out in this *pricing table* for *our* home phone *service* are subject to *our Home Phone Fair Use Policy*.

3.2 *Minimum monthly spend*

- (a) Some *pricing plans* have a *minimum monthly spend*. This is the minimum amount that *you* will be charged each month – note *you* will be charged this even if *you* do not make any *calls*.

4 HOW DO WE CALCULATE CALL CHARGES?

4.1 How do we calculate the cost of a call?

- (a) We measure the length of each *call* from the time the *call* is answered to the time the *call* is finished.
- (b) The length is then rounded up according to the billing interval indicated in the *pricing table* for your *pricing plan*. For example, if your billing interval is 30 seconds, we will round the *call* length up to the next whole 30 seconds. This length is then multiplied by the *call* charge associated with that *call* type, as indicated in the *pricing tables*.
- (c) Some *calls* incur a *flagfall* when the *call* is connected. *Flagfall* rates are indicated in the *pricing tables*.
- (d) The total cost of (b) and (c) above is then rounded up to the nearest cent to determine the final charge for the *call*.

5 CALL CHARGES

5.1 International Calls

- (a) We will charge *you* for *calls* made to international destinations (including calls to Inmarsat and Iridium satellite services) at the international rates set out in the *pricing tables* and as advertised from time to time. International pricing is subject to change from time to time.
- (b) Calls to some international destinations may only be available to customers able to demonstrate a good payment history.

6 OTHER CHARGES

6.1 Connection Fees

- (a) We may charge *you* a connection fee for the establishment of the home phone *service* as set out below:

Charge	Amount
Service connection fee	\$0

6.2 Replacing *your home modem*

- (a) We may charge *you* if you we need to replace *your home modem* unless covered by warranty as set out below.

Charge	Amount
Replacement Charge (<i>Home Modem</i>)	\$400

6.3 Replacing *your SIM card*

- (a) We may charge *you* to replace *your SIM card* as set out below.

Charge	Amount
Replacement Charge (<i>SIM Card</i>)	\$15

6.4 Change of Number Fee

- (a) We will charge *you* a Change of Number Fee if *you* ask *us* to change *your* existing telephone number. Note this charge does not apply to *porting*. The fee is set out below:

Charge	Amount
Change of Number Fee	\$25

6.5 Billing Feature Charges – Itemised local calls and bill copy requests

- (a) Usually *calls* charged at an untimed rate will not be itemised on *your* bill. We may charge *you* the fee set out below if *you* ask *us* to itemise these *calls* on *your* bill.
- (b) If *you* ask *us* for a copy of *your* bill from a previous billing period (that is a non-current bill) then *we* may charge *you* the fee set out below.

Charge	Amount
Itemised Billing	\$0
Bill Copy	\$5.50

6.6 Change of Account Holder Charge

- (a) We will charge *you* the fee below if *you* ask *us* to transfer *your account* to another person. Our standard credit checking and identification procedures will also apply.

Charge	Amount
Change of Account Holder	\$25

6.7 Late Or Non-Payment Fees And Charges

- (a) If *you* do not pay all amounts *you* owe *us* by the date the payment is due, we may charge *you* a late payment fee. The charge is set out below.

Charge	Amount
Late Payment Fee	\$5.00

6.8 Payment Dishonour Charges

- (a) If *you* pay *your* bills by direct debit we may charge *you* a dishonour fee as set out below if the payment is dishonoured by *your* nominated financial institution or credit provider.
- (b) This fee is in addition to any fees that *your* financial institution or credit provider may charge *you*.

Charge	Amount
Dishonour Fee (Direct Debit)	\$30

6.9 Suspension fees

- (a) If we suspend the *service* because *you* have not paid all amounts *you* owe *us*, we may charge *you* a fee. The charge is set out below.

Charge	Amount
Suspension Charge	\$35

6.10 Mercantile agent recovery fee

If we engage a mercantile agent to recover money *you owe us*, we may charge *you* a recovery fee of 15% of the outstanding amount.

6.11 Changing *your pricing plan*

- (a) We may charge *you* a fee if *you* move from one *pricing plan* to another before the end of *your minimum term*. The amount of the fee will depend on various factors, including the terms of *your current pricing plan*, *your call spend under your current pricing plan* and the terms of the new *pricing plan you* are moving to. *You* should contact customer service for further information on the fee that may apply in *your case*.
- (b) If *you* change *your pricing plan* to a new *pricing plan* at any time, or renew *your agreement* and choose a new *pricing plan*, we will apply the charges set out in *your new pricing plan* from the day the change takes effect. Any benefits of the plan *you* are moving from, and any *you* are moving to (such as 'cap' included value) will be pro-rated according to *your billing date*.

7 ENHANCED CALLING FEATURES

- (a) The table below sets out applicable charges in respect of *enhanced calling features* which are described in more detail in Appendix F.
- (b) *You* must pay *us* the charges for the *enhanced calling features* on a regular recurring basis (usually monthly) during the period in which the *enhanced calling feature* is used.
- (c) *Enhanced calling features* charges are payable in addition to the call charges we bill *you* for individuals *calls* made in connection with the relevant *enhanced calling feature*.
- (d) We may, in *our* discretion, or in accordance with a *pricing plan*, waive *enhanced call feature charges*.

Enhanced Calling Features	
Call waiting	\$0
Call divert	\$0
Voicemail	\$0
Calling Number Display	\$0
Calling Number Display Suppression	\$0
Caller ID	\$0

8 GENERAL CHARGES

The below charges apply to all Virgin Broadband home phone customers and include calls to all *special numbers*.

Number/call type	Charge
212 (VoiceMail)	Free within Australia
258 (PageMail)	Not available
005 and 009 numbers	25c flagfall + 16.5c per 30 secs
11 numbers	99c flagfall + 49c per 30 secs
12 numbers	99c flagfall + 49c per 30 secs
13 numbers	25c
1800 numbers	Free within Australia
19 numbers	Not available
Calls to mobile satellite services	75c flagfall + \$2.20 per 30 secs
Calls to Thuraya satellite services	75c flagfall + \$4.90 per 30 secs
Emergency calls (000, 112)	Free within Australia

9 SPECIALS

From time to time we may offer *specials*. You will be advised of these separately, for example, in promotional material relating to the *special*.