

## VIRGIN MOBILE

### PRICING TABLE

#### SECTION 1 - GENERAL INFORMATION AND CHARGES

Click on the section that *you* are interested in

<b>1</b>	<b>ABOUT THIS PRICING TABLE.....</b>	<b>3</b>
<b>2</b>	<b>HOW TO USE THIS PRICING TABLE .....</b>	<b>3</b>
2.1	Which <i>pricing plan</i> applies to <i>you</i> ? .....	3
<b>3</b>	<b>VIRGIN MOBILE PRICING TABLE.....</b>	<b>3</b>
3.1	<i>Minimum monthly spend</i> .....	3
3.2	Monthly included value .....	3
3.3	Expiry of included value .....	4
3.4	What <i>calls</i> are covered by the included call component of <i>current pricing plan</i> ?4	
3.5	What <i>calls</i> are not included in the included value component of <i>current pricing plans</i> ? 4	
<b>4</b>	<b>HOW DO WE CALCULATE CALL CHARGES?.....</b>	<b>5</b>
4.1	How do we calculate the cost of a call?.....	5
4.2	How do we calculate charges for data services? .....	5
4.3	Types of calls / texts .....	5
<b>5</b>	<b>CALL CHARGES .....</b>	<b>6</b>
5.1	International Calls.....	6
<b>6</b>	<b>OTHER CHARGES .....</b>	<b>6</b>
6.1	Change of Number Fee.....	6
6.2	Billing Feature Charges – Itemised local calls and bill copy requests .....	6
6.3	Change of Account Holder Charge .....	7
6.4	Late Or Non-Payment Fees And Charges .....	7
6.5	Payment Dishonour Charges .....	7
6.6	Suspension fees .....	8
6.7	Mercantile agent recovery fee .....	8
6.8	Replacing <i>your</i> Virgin Mobile <i>SIM card</i> .....	8
6.9	Gold numbers .....	8
6.10	Changing <i>your pricing plan</i> .....	9
<b>7</b>	<b>DATA CHARGES .....</b>	<b>10</b>
<b>8</b>	<b>GENERAL CHARGES.....</b>	<b>10</b>
<b>9</b>	<b>ENHANCED CALLING FEATURES.....</b>	<b>11</b>

**10 SPECIALS ..... 11**

## 1 ABOUT THIS PRICING TABLE

- (a) This is the *pricing table* for the Virgin Mobile 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?

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* you it is indicated on *your mobile bill*.

## 3 VIRGIN MOBILE PRICING TABLE

### 3.1 *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*.

### 3.2 *Monthly included value*

- (a) Some *pricing plans* have a monthly included value. This might be the same, less, or of greater value than *your minimum monthly spend*.
- (b) *You* can use the monthly included value to make certain types of calls, texts and other charges. If *you* do not use all of *your* monthly included value, *you* will only be charged the *minimum monthly spend*. If *you* use more, *you* will be charged for the usage outside of *your* monthly included value in addition to *your minimum monthly spend*.
- (c) Some call types and charges are excluded from *your* monthly included value. This means *you* will be charged for these calls in addition to *your minimum monthly spend* even if *you* have not used all of *your* monthly

included value. The *pricing table* for *your* plan and the 'general charges' table will indicate which calls are included in *your* monthly included value, and *you* will be charged for any usage which has not been specified as included.

### 3.3 Expiry of included value

- (a) *You* cannot transfer any unused included value beyond the month in which they accrue.
- (b) The value of included value can not be transferred or redeemed for cash or credit on another account.
- (c) If *your service* is *cancelled* for any reason any unused included value will be forfeited, unless otherwise specified.

### 3.4 What calls are covered by the included call component of *current pricing plan*?

The following *call* types are included in the included value component of all *current pricing plans*:

- (a) V2V Calls
- (b) Standard Calls
- (c) V2V SMS
- (d) V2V MMS
- (e) Standard SMS
- (f) International calls (excluding satellite services)
- (g) International SMS
- (h) International MMS

See clause 4.3 below for definitions of the above call types.

### 3.5 What calls are not included in the included value component of *current pricing plans*?

The following *call* types are examples of services not included in the included value component of *current pricing plan*:

- (a) Calls to special numbers (including calls to satellite services)
- (b) Premium SMS
- (c) SMS to special numbers

- (d) GPRS & 3G data charges
- (e) Content purchased through the *Virgin Vibe*
- (f) Any other charges not specified in section 3.4 above.

## 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*.

### 4.2 How do we calculate charges for data services?

- (a) We will charge *you* for the volume of data uploaded and downloaded to *your mobile phone*.
- (b) Charges are based upon 1 kilobyte increments and are rounded to the nearest cent.
- (c) Charges for part of a 1 kilobyte increment will be rounded up to the next 1 kilobyte increment.
- (d) The number of kilobytes used is then multiplied by the appropriate charge set out in the *pricing tables*.
- (e) If *you* have a data subscription plan, *you* will be charged each month according to the subscription monthly fee. If *you* use more data than the amount included in the subscription, *you* will be charged for additional data usage as per the charges set out in the *pricing tables*.

### 4.3 Types of calls / texts

- (a) **V2V calls** – voice or video calls to other active mobiles activated and connected to the Virgin Mobile network

- (b) **Standard calls** – voice or video calls to Australian fixed-line numbers and other Australian mobiles (including calls to Virgin Broadband home phones), excluding calls to 1300, 1800, 190 or other special numbers
- (c) **V2V texts and V2V MMS** – texts or MMS sent to mobiles activated and connected to the Virgin Mobile network
- (d) **Standard texts and Standard MMS** – texts or MMS sent to other mobiles
- (e) **Special numbers** – calls or texts to numbers not covered in the above definitions

## 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, appendices* or as advertised on *our* website 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 Change of Number Fee

- (a) We will charge *you* a Change of Number Fee if *you* ask *us* to change *your* existing telephone number. The fee is set out below:

Charge	Amount
Change of Number Fee	\$25

### 6.2 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

Copy Bill	\$5.50
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### 6.3 Change of Account Holder Charge

- (a) We will charge *you* the Change of Account Holder charge if *you* ask *us* to transfer the *account* to another person. *Our* standard credit checking and identification procedures will also apply. The charge is set out below.

Charge	Amount
Change of Account Holder	\$25

### 6.4 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

### 6.5 Payment Dishonour Charges

- (a) If *you* elect to pay *your* bills by direct debit we may charge *you* a dishonour fee if the payment is dishonoured by *your* nominated financial institution or credit provider. The charge is set out below.
- (b) We may also charge *you* a dishonour fee if *you* pay *us* by cheque and the payment is dishonoured by *your* financial institution. The charge is set out below.
- (c) 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
Dishonour Fee (Cheque)	\$30

## 6.6 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

## 6.7 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.

## 6.8 Replacing *your* Virgin Mobile *SIM card*

- (a) We may charge *you* a fee to replace *your* Virgin Mobile *SIM card*. The charge is set out below.

Charge	Amount
SIM Card Replacement Fee	\$15

## 6.9 Gold numbers

- (a) Some *phone numbers* have an intrinsic value based on the ease of recognition of the pattern of the digits. These numbers, which are known as Gold Numbers, can be requested and will be allocated, if available. We will charge *you* a one off administration as set out below for use of a Gold Number:

Charge	Amount
Gold Number	\$250

## 6.10 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:
  - (i) in the case of a voice pricing plan, we will apply the charges set out in your new voice pricing plan from the day the change takes effect. Any benefits of the pricing plan you are moving from, and any on the pricing plan you are moving to (such as 'cap' included credit) will be pro-rated according to your billing date.
  - (ii) in the case of a data subscription plan, we will apply the charges set out in your new data subscription plan from the first day of your next billing cycle.
- (c) Please note that if you have a data subscription plan and you choose to change your voice pricing plan in accordance with paragraph (b) above, your data subscription charges will also pro-rate for the relevant billing period as set out in paragraph (b)(ii) above.

## 7 DATA CHARGES

- (a) Unless *you* have a data subscription plan (or if *you* exceed *your* allowance on a data subscription plan), the following charges apply to all data transfers made by *you* using *your mobile phone*

Charge	Amount
Data transfer	\$0.015 per kb

## 8 GENERAL CHARGES

The charges set out below apply to all Virgin Mobile customers and include calls to all special numbers:

Number / call type	Charge
<b>212 (Voicemail)</b>	Free within Australia
<b>258 (Pagemail)</b>	85c flagfall + rate
<b>275 (Ask us)</b>	Free within Australia
<b>005 and 009 numbers</b>	25c flagfall+ 16.5c per 30 secs
<b>11 numbers</b>	99c flagfall + 49c per 30 secs
<b>12 numbers</b>	99c flagfall + 49c per 30 secs
<b>13 numbers (except virgin team no)</b>	Standard call rates
<b>Virgin Mobile Team - 1300 555 100</b>	25c
<b>Virgin Mobile Sales - 1333 23</b>	25c
<b>1800 numbers</b>	25c flagfall + 16.5c per 30 secs
<b>Kids Helpline (1800 551 800)</b>	Free within Australia
<b>19 numbers</b>	Standard rates where available
Channel [V] 1902 220 330	25c flagfall + 74.5c per 30 secs
Big Brother	75c flagfall + 33c per 30 secs
Australian Idol	75c flagfall + 33c per 30 secs
<b>Calls to national or international fixed or GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number.</b>	40c flagfall + 40c per 30 secs
<b>Calls to mobile satellite services</b>	75c flagfall + \$2.20 per 30 secs
<b>Calls to Thuraya satellite services</b>	75c flagfall + \$4.90 per 30 secs
<b>Emergency calls (000, 112)</b>	Free within Australia
<b>733 (top-up) (Prepaid)</b>	Free within Australia
<b>225 (balance) (Prepaid)</b>	25c

## 9 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
Call return	\$0
Calling Number Display	\$0
Calling Number Display Suppression	\$0
Caller ID	\$0

## 10 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*.