

**VIRGIN BROADBAND - HOME PHONE SERVICE**

**PRICING TABLE**

**SECTION 3 - PRICING PLANS ONLY AVAILABLE AS A SPECIAL FOR CUSTOMERS**

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## 1 ABOUT THIS SECTION

- (a) This is Section 3 of the *pricing table* for the Virgin Broadband Home Phone *service*.
- (b) This section contains the *pricing plans* that we will only offer to customers as a *special* under *our general terms*. These *pricing plans* are not generally available (that is they are closed to new customers and to existing customers who want to change *pricing plan*) unless we agree otherwise.
- (c) The *pricing plans* that we offer to new *customers* are contained in Section 2 of this *pricing table*. If you cannot find the name of *your pricing plan* in this section, you should refer to Section 2 for *your pricing plan* or you can call us for more information.
- (d) You may also need to refer to *appendix* to find out charges for the *service*. This document will tell you if charges are contained in an *appendix*.
- (e) The meaning of the words printed *in italics like this* is explained in the *dictionary*.

## 2 PRICING PLANS

Individual *pricing plans* are set out in the sections below which include the applicable *charges* in respect of various *call types* set out in *Appendix G*.

## 3 BROADBAND AT HOME 60

Customers cannot connect or transfer to this plan from 26 November 2007.

Customers must connect to the Broadband At Home 60 for a *minimum* term of 24 months. The *agreement* is a *fixed-length agreement*.

### 3.1 What you have to pay us

- (a) Table 1 below sets out the charges that apply and the included value per month for the Broadband At Home 60.
- (b) Each month on the Broadband At Home 60, you must pay:
  - (i) A *minimum monthly charge* (which includes a value of included calls for each relevant service as set out in Table 1). You must pay this *minimum monthly charge* even if you do not make calls from the relevant services to reach the total value of included value for each service;
  - (ii) Charges for all non-eligible calls and other services you use based on the standard charges for each relevant service as set out in the *pricing table* for each relevant service;
  - (iii) Charges for all eligible calls made over the amount of included value for the relevant service at the rates set out in Table 1 below or where

not set out below, in accordance with the *pricing table* for the relevant service.

- (c) Included value for *your Home Phone service* does not apply to some call types and services such as Directory Assistance, 13 numbers and Operator Services calls, and calls to non-Virgin Mobile mobiles. These are set out in Table 1.
- (d) Any included value that *you* may be entitled to expires at the end of each month and is not refundable or transferable, even at account closure.
- (e) The *Virgin Home Phone Fair Use Policy* applies to *your* usage while on the Broadband At Home 60. Please refer to *Appendix E*.
- (f) *Your* data usage applies to *downloads* of data on *your* Virgin Broadband service.
- (g) Data usage that counts towards *your* stated Virgin Broadband *pricing plan* monthly *data allowance* includes *data allowance* data transfers. If *you* exceed *your* monthly *data allowance*, *your* access to the Virgin Broadband service will be speed limited to 128kbps, until the end of *your* billing month.
- (h) If *your data usage* exceeds 8GB in any *usage period* *your* access to the service will be *speed limited* to 32kbps, until the end of *your usage period*.
- (i) Note that in all cases Peer 2 Peer data transfers will be speed limited to 32kbps.
- (j) Any unused *data allowance* is forfeited at the end of each *usage period*.

### **3.2 Cancellation fees:**

- (a) Subject to *your* rights under clause 2A of the *general terms*, *you* will be required to pay a pro-rata *cancellation fee* per *service* as set out below if *you cancel the service* before the end of the *minimum term* or *you transfer your phone number* to another carrier or carriage service provider before the end of the *minimum term*.

The *cancellation fees* will be calculated as follows. *You* will be charged \$15 for each month remaining of *your minimum term*, pro-rated for any part months remaining (so if *you* have 8.5 months remaining of *your minimum term*, *you* will be charged 8.5 x \$15 = \$127.50).

- (b) If *you* do not return the *home modem* to *us* when *you cancel the service*, *you* will be required to pay a fee set out below for the cost of the *home modem*.

The fee charged if the *home modem* is not returned within 30 days of *cancelling the service* is \$400.

### **3.3 Enhanced calling features:**

*You* may select from a choice of *enhanced calling features* (including Call Waiting, Caller ID and VoiceMail, unless specified otherwise).

### 3.4 Charges

**Table 1**

<b>Broadband At Home 60</b>	
Minimum monthly spend (for 24 months)	\$60
<b>Call Charges</b>	
Local Calls	Unlimited (no flagfall) (subject to Home Phone Fair Use Policy)
National Calls	Unlimited (no flagfall) (subject to Home Phone Fair Use Policy)
Calls to Virgin Mobile phones (V2V)	Unlimited (no flagfall) (subject to Home Phone Fair Use Policy)
Flagfall	\$0.40
Call to non-Virgin mobiles	\$0.45 / min
International Group 1*	\$0.45 / min
International Group 2*	\$0.90 / min
International Group 3*	\$1.30 / min
International Group 4*	\$1.80 / min
<b>Enhanced Calling Features</b>	
Call waiting	\$0
Call divert	\$0
VoiceMail	Free within Australia
Calling Number Display	\$0
Calling Number Display Suppression	\$0

Caller ID	\$0
<b>Broadband download allowance</b>	
Broadband Download Allowance	4GB

\*see Appendix I for a list of countries in each group.