

**VIRGIN MOBILE PRE-PAID MOBILE SERVICE**  
**PRICING TABLE**

Click on the section that *you* are interested in

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## 1 ABOUT THIS PRICING TABLE

- (a) This is the *standard pricing table* for the Virgin Mobile Pre-Paid Service.
- (b) The *agreement* is made up of
  - (i) *your application*;
  - (ii) *the general terms*;
  - (iii) *the service description*;
  - (iv) *this standard pricing table*; and
  - (v) *the appendices*.
- (c) This *standard pricing table* is divided into the following sections:
  - (i) General Information;
  - (ii) Current Offer Pricing Plans;
  - (iii) Pricing Plans only Available as a Special Offer (new customers can not connect to these *pricing plans*), and
  - (iv) *Specials*.
- (d) *You* may also need to refer to an *appendix* to find out charges for the *service*. The terms of each section will tell *you* if charges are contained in an *appendix*.
- (e) The meaning of the words printed in italics *like this* is set out in the *dictionary*.

## 2 GENERAL INFORMATION

### 2.1 How do we calculate the time of *your* call?

- (a) To calculate the time of a call *we* will use the local time recorded at the first mobile switching centre through which your call passes. This may not be the local time at the place the caller is located.

### 2.2 How do we calculate the cost of a call?

- (a) *We* measure the length of each call from the time the call is connected 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*.

### 2.3 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 60 kilobyte increments.
- (c) Charges for part of a 60 kilobyte increment will be rounded up to the next 60 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*.

### 2.4 Calls to '13' numbers

- (a) For technical reasons, calls made to '13' numbers of other *suppliers* from the *service* in regional areas will not always be answered by the other *supplier* in that regional area, they will be answered by the company to whom the '13' number has been assigned in a capital city of Australia. We are not responsible for the particular routing of calls to '13' numbers of other *suppliers*.
- (b) Calls to some Virgin Mobile 13 and 1300 customer service numbers are charged at a special rate. These are specified in the tables below.

### 2.5 Calls to '1800' numbers

- (a) Unless we tell *you* otherwise, *you* will be charged the rate set out in *your pricing plan* for calls to telephone numbers starting with '1800', '18500' and '18555'.
- (b) In some circumstances, calls to 1800 numbers may be advertised as free to the calling party. This applies where, for example, the 1800 number provides access to a different service which is charged separately by *us*, such as a Premium Service which is billed via Premium SMS or other premium charging mechanism.

### 2.6 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, 180, 190, Virgin Mobile Customer Service, 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. *Special numbers* also includes calls to national or international GSM mobile services that then divert/switch or re-route to an overseas number or premium rated number at no additional charge.

## 2.7 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 not be available. These will be set out on *our* website.

## 2.8 What is the network locking removal fee?

The network locking removal fee referred to in clause 8 of the *service description* is \$80.

## 2.9 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

## 2.10 Free calls and/or free text offers

Where any special contains an element of free calls (free minutes) or free text, the free calls or free text offer only applies to use within Australia.

### 3 GENERAL CHARGES

The charges set out below apply to all Virgin Mobile customers:

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 Team 1300 763 039</b>	25c
<b>Virgin Mobile Sales - 1333 23</b>	25c
<b>All Virgin Mobile Customer Service or Sales numbers</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 GSM mobile services that then divert/switch or re-route to an overseas number or premium rated number at no additional charge</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>Call diversions</b>	Standard call rates to the number your number is diverted to
<b>733 (top-up) (Prepaid)</b>	Free within Australia
<b>225 (balance) (Prepaid)</b>	20c

## 4 CURRENT OFFER PRICING PLANS

### 4.1 VIRGIN MOBILE PRE-PAID RECHARGE (STANDARD) VOUCHERS

- (a) The *Pre-Paid Mobile Recharge Vouchers* are available to new and existing customers to *recharge a Pre-Paid account*.

#### Pricing Table

	Long Expiry				Free to V		Motor Mouth	Message Monster	BeanCounter
<b>Voucher cost</b>	\$15.00	\$30.00	\$50.00	\$100.00	\$29.00	\$49.00	\$25.00	\$25.00	\$25.00
<b>Expiry period</b>	180 days	180 days	365 days	365 days	60 days	60 days	30 days	30 days	45 days
<b>Voucher included value</b>	\$15.00	\$30.00	\$50.00	\$100.00	\$29.00	\$49	\$25.00	\$25.00	\$25.00
<b>Standard call rate / minute</b>	\$0.70	\$0.66	\$0.62	\$0.58	\$0.66	\$0.30	\$0.10	\$0.60	\$0.10
<b>Standard Flagfall</b>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
<b>V2V Flagfall</b>	\$0.25	\$0.25	\$0.25	\$0.25	free	free	\$0.25	\$0.25	\$0.25
<b>Billing Interval(s)</b>	30 secs	30 secs	30 secs	30 secs	30 secs	30 secs	30 secs	30 secs	30 secs
<b>Standard text</b>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.10	\$0.10
<b>International text</b>	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35
<b>Standard MMS</b>	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
<b>V2V MMS</b>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.60	\$0.60	\$0.60
<b>V2V call rate / min</b>	\$0.05	\$0.05	\$0.05	\$0.05	free*	free*	\$0.10	\$0.60	\$0.10
<b>V2V text rate</b>	free*	free*	free*	free*	free*	free*	free*	free*	\$0.10
<b>VoiceMail</b>	free	Free	free	free	Free	free	free	free	free
<b>International calls – See Appendix I for a list of countries in each group</b>	See Table 1				See Table 2		See Table 3		See Table 4

\* To Virgin Mobile numbers only, need minimum 1c balance and excludes video calls. All rates apply in Oz.

**Table 1****Long Expiry International Rates**

<b>Mobile International</b>	
Billing interval (s)	30 secs
Flagfall	\$0.25
International group 1* /min	Standard call rate
International group 2* /min	\$1.00
International group 3*/min	\$1.80
International group 4* /min	\$2.60

**Table 2****Free to V International Rates (excludes Free to V Cap \$35)**

<b>Mobile International</b>	
Billing interval (s)	30 secs
Flagfall	\$0.25
International group 1* /min	Standard call rate
International group 2* /min	\$1.00
International group 3*/min	\$1.80
International group 4* /min	\$2.60

**Table 3****Motor Mouth and Message Monster International Rates**

<b>Mobile International</b>	
Billing interval (s)	30 secs
Flagfall	\$0.25
International group 1* /min	\$0.60
International group 2* /min	\$1.00
International group 3*/min	\$1.80
International group 4* /min	\$2.60

**Table 4****BeanCounter International Rates**

<b>Mobile International</b>	
Billing interval (s)	30 secs
Flagfall	\$0.25
International group 1* /min	\$0.60
International group 2* /min	\$1.00
International group 3*/min	\$1.80
International group 4* /min	\$2.60

## 4.2 VIRGIN MOBILE PRE-PAID YOUR CAP RECHARGE VOUCHERS

- (a) The *Pre-Paid Mobile Recharge Vouchers* are available to new and existing customers to *recharge a Pre-Paid account*.

### Pricing Table

	Pre-Paid Your Cap				Free to V Cap
<b>Voucher cost</b>	\$35.00	\$45.00	\$75.00	\$95.00	\$35.00
<b>Expiry period</b>	28 days	28 days	28 days	28 days	30 days
<b>Voucher included value</b>	\$180.00	\$320.00	\$650.00	\$850.00	\$170.00
<b>Monthly included mobile data allowance</b>	20 MB	50 MB	50 MB	50 MB	n/a
<b>Standard call rate / minute</b>	\$0.90	\$0.90	\$0.90	\$0.90	\$0.80
<b>Standard Flagfall</b>	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40
<b>V2V Flagfall<sup>#</sup></b>	free	free	free	free	free
<b>Billing Interval(s)</b>	Per min	Per min	Per min	Per min	30 secs
<b>Standard text</b>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
<b>International text</b>	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35
<b>Standard MMS</b>	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
<b>V2V MMS</b>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
<b>V2V call rate / min<sup>#</sup></b>	free	free	free	free	free
<b>V2V text rate<sup>#</sup></b>	free	free	free	free	free
<b>VoiceMail</b>	free	free	free	Free	free
<b>International calls– See Appendix I for a list of countries in each group</b>	See Table 1				See Table 2

<sup>#</sup>To Virgin Mobile numbers only, need 1c balance and excludes video calls. All rates apply in Oz.

**Table 1**

#### Pre-Paid Your Cap International Rates

Mobile International	
<b>Billing interval (s)</b>	30 secs
<b>Flagfall</b>	\$0.40
<b>International group 1* /min</b>	\$1.60
<b>International group 2* /min</b>	\$1.80
<b>International group 3*/min</b>	\$2.60
<b>International group 4* /min</b>	\$3.40

**Table 2**

#### Pre-Paid Free to V \$35 Cap International Rates

Mobile International	
<b>Billing interval (s)</b>	30 secs
<b>Flagfall</b>	\$0.40
<b>International group 1* /min</b>	\$0.80
<b>International group 2* /min</b>	\$1.00
<b>International group 3*/min</b>	\$1.80
<b>International group 4* /min</b>	\$2.60

(b) **How the cap works****Pre-Paid cap included value is split between credit and bonus credit.**

When you top-up with a cap voucher, you receive an amount of credit (to the value of the top-up), and bonus credit (the value of your cap minus the top-up amount). Eg, when you top-up with a \$35 Cap voucher with a cap of \$180, you receive \$35 credit, and \$145 (\$180-\$35) bonus credit.

Bonus credit can only be used for standard voice calls, text, MMS, calls to 13 & 18 numbers. Bonus credit cannot be used for special numbers, premium SMS, content (including Vibe) and purchasing mobile data plans. Bonus credit is used first for eligible calls and services.

Credit, bonus credit and included data will roll over if your recharge before your credit expires. If you recharge with a pre-paid voucher that does not include bonus credit or included data, any unused bonus credit or included data amounts will be forfeited. Limits apply to the maximum amount of bonus credit and included data that will roll over and is detailed in table 3 below.

**What's included in Bonus Calls?**

<b>Call Type</b>	<b>Eligible Call</b>
National Voice Calls	Yes
National Video Calls	Yes
National and International Text	Yes
National and International Photos	Yes
International Calls (video and voice)	Yes
13 Numbers (except Customer Service)	Yes
18 Numbers	Yes
Globetrotting	No
Premium SMS	No
Virgin Vibe Content	No
12, 19 Numbers	No
124Red Directory Assistance- 124733	No
Other special numbers (eg DUI, SOS)	No
Satellite Calls	No
Virgin Mobile Customer Service	No
Calls to national or international GSM mobile services that then divert / switch or re-route to an overseas number or premium rated number at no additional charge.	No

Table 3

## Maximum credit and data amounts

	Pre-Paid Your Cap				Free to V Cap
<b>Voucher cost</b>	\$35.00	\$45.00	\$75.00	\$95.00	\$35.00
<b>Voucher included value</b>	\$180.00	\$320.00	\$650.00	\$850.00	\$170.00
<b>Credit</b>	\$35.00	\$45.00	\$75.00	\$95.00	\$35.00
<b>Bonus Credit</b>	\$145.00	\$275.00	\$575.00	\$755.00	\$135.00
<b>Maximum Bonus Credit Roll Over</b>	\$1500.00	\$1500.00	\$3000.00	\$3000.00	n/a
<b>Maximum Included Data Roll Over</b>	1 GB	1 GB	1 GB	1 GB	n/a

## 4.3 VIRGIN MOBILE PRE-PAID STARTER KITS

- (a) The Pre-paid Starter Kits are only available to new customers connecting to the *Virgin Mobile Pre-paid service*. The starter kits cannot be used to *recharge* an existing *pre-paid account*.

Pre-paid starter kits				
	<b>\$5 Motor Mouth</b>	<b>\$5 Free to V</b>	<b>\$19.95 Free to V</b>	<b>\$29.95 Big Value</b>
<b>Voucher Is a mobile handset Included?</b>	No	Yes	No	No
<b>Expiry period</b>	30 days	30 days	30 days	30 days per \$20 credit instalment <sup>‡</sup> (see below)
<b>Voucher cost</b>	\$5.00	\$5.00 \$5.00	\$19.95 \$20.00	\$29.95 \$100.00 (\$20.00 credit per month over 5 months)
<b>Voucher included value</b>	\$10.00			
<b>Standard call rate / min</b>	\$0.10	\$0.70	\$0.70	\$0.70
<b>Standard Flagfall</b>	\$0.25	\$0.25	\$0.25	\$0.25
<b>V2V Flagfall</b>	\$0.25	free	Free	\$0.25
<b>Billing Interval(s)</b>	30 secs	30 secs	30 secs	30 secs
<b>Standard text</b>	\$0.25	\$0.25	\$0.25	\$0.25
<b>International text</b>	\$0.35	\$0.35	\$0.35	\$0.35
<b>Standard MMS</b>	\$0.60	\$0.60	\$0.60	\$0.60
<b>V2V MMS</b>	\$0.25	\$0.25	\$0.25	\$0.25
<b>V2V call rate / min</b>	\$0.10	free*	free*	\$0.05
<b>V2V text rate</b>	free*	free*	free*	free*
<b>VoiceMail</b>	free	free	Free	free

\* To Virgin Mobile numbers only, need 1c balance and excludes video calls. All rates apply in Oz.

**\$29.95 Big Value Included Credit**

<sup>‡</sup>You will get \$20 credit when you activate the \$29.95 Big Value voucher. You will then get a further \$20 each month for the next 4 months. We'll text you when each month's new credit is applied. Any unused monthly credit will expire 30 days after the amount is applied.

Table 1

**\$29.95 Big Value International Rates**

<b>Mobile International</b>	
<b>Billing interval (s)</b>	30 secs
<b>Flagfall</b>	\$0.25
<b>International group 1* /min</b>	\$0.70
<b>International group 2* /min</b>	\$1.00
<b>International group 3*/min</b>	\$1.80
<b>International group 4* /min</b>	\$2.60

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

**4.4 PRE-PAID DATA PLANS**

- (a) The Pre-Paid Data Plans are only available to Pre-Paid Mobile customers.
- (b) You can purchase up to 3 data plans per 30 days.
- (c) Data Plan Validity Period
  - (i) A *pre-paid data plan* is valid for 30 days from the date purchased using *your pre-paid credit*, as long as *your pre-paid credit* has not expired.
  - (ii) If you purchase an additional pre-paid data plan before *your* current pre-paid data plan expires any unused pre-paid data will roll over and be added to your new pre-paid data balance. The entire pre-paid data balance will expire in 30 days. The maximum amount of accrued data allowance is 2 GB.
  - (iii) Any included pre-paid data that *you* have *recharged* expires 30 days from the date *you* purchase *your* pre-paid data plan. If *you* do not *recharge your pre-paid credit* and it expires before *your* pre-paid data plan expires *you* will lose any unused pre-paid data.
- (d) What *you* have to pay *us*
  - (i) Table 1 below sets out the charges that apply to the pre-paid data plan service.
  - (ii) The cost of a pre-paid data plan will be deducted from *your pre-paid credit* balance. *You* must have at least \$1.00 more pre-paid credit on *your pre-paid account* than the cost of the pre-paid data plan *you* want to purchase.

Table 1

Data plan / subscription	General	\$5 / 50MB	\$10 / 300MB
Allowance Expiry period	N/A	30 Days	30 Days
Data allowance rolls over?	No	Yes	Yes
Subscription cost	\$0.00	\$5.00	\$10.00
Included data	0 MB	50 MB	300 MB
Data rate outside allowance	\$0.002	\$0.002	\$0.002
Charging increment	60 KB	60 KB	60 KB
Cost for <i>Virgin Vibe</i> pages	Free	Free	Free

## 5 PRICING PLANS ONLY AVAILABLE AS A SPECIAL OFFER

### 5.1 VIRGIN MOBILE HYBRID PRE-PAID PLANS

These plans are not available to new connections.

Hybrid Pre-paid plans				
Voucher	\$15	\$30	\$50	\$100
Expiry period	180 days	180 days	365 days	365 days
Voucher cost	\$15.00	\$30.00	\$50.00	\$100.00
Voucher included value	\$15.00	\$30.00	\$50.00	\$100.00
Standard call rate / min	\$0.70	\$0.60	\$0.56	\$0.52
Flagfall	\$0.20	\$0.20	\$0.20	\$0.20
Billing Interval(s)	1 second	1 second	1 second	1 second
Standard text	\$0.25	\$0.25	\$0.25	\$0.25
Standard MMS	\$0.60	\$0.60	\$0.60	\$0.60
V2V MMS	\$0.25	\$0.25	\$0.25	\$0.25
V2V call rate / min	\$0.05	\$0.05	\$0.05	\$0.05
V2V text rate	\$0.05	\$0.05	\$0.05	\$0.05
VoiceMail	free in Oz	free in Oz	free in Oz	free in Oz
International group 1* /min	0.70	0.60	0.56	0.52
International group 2* /min	\$1.00	\$1.00	\$1.00	\$1.00
International group 3*/min	\$1.80	\$1.80	\$1.80	\$1.80
International group 4* /min	\$2.60	\$2.60	\$2.60	\$2.60

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

## 5.2 Pre-paid Plans

These pre-paid recharge vouchers were available to purchase between 1 November 2004 and 1 May 2005.

<b>Recharge Credit</b>	<b>\$15</b>	<b>\$30</b>	<b>\$50</b>	<b>\$100</b>
<b>Voucher cost</b>	\$15	\$30	\$50	\$100
<b>Voucher included value</b>	\$15	\$30	\$50	\$100
<b>Standard call rate/min</b>	30c/30 secs	28c/30 secs	26c/30 secs	24c/30 secs
<b>Flagfall</b>	25c	25c	25c	25c
<b>Billing Interval(s)</b>	1 sec	1 sec	1 sec	1 sec
<b>Standard text</b>	25c	25c	25c	25c
<b>V2V call rate/min</b>	5c/min	5c/min	5c/min	5c/min
<b>V2V text rate</b>	5c	5c	5c	5c
<b>Voicemail</b>	Free in Oz	Free in Oz	Free in Oz	Free in Oz

### 5.3 Basic Pre-paid Plans

These pre-paid recharge vouchers were available to purchase between October 2000 and 30 October 2004.

<b>Recharge Credit</b>	<b>\$15</b>	<b>\$30</b>	<b>\$50</b>	<b>\$100</b>
<b>Voucher cost</b>	\$15	\$30	\$50	\$100
<b>Voucher included value</b>	\$15	\$30	\$50	\$100
<b>Standard peak call rate/min</b>	55c/30 secs	49c/30 secs	45c/30 secs	32c/30 secs
<b>Standard off peak call rate/min</b>	35c/30 secs	25c/30 secs	22.5c/30 secs	20c/30 secs
<b>Flagfall</b>	20c	20c	20c	20c
<b>Billing Interval(s)</b>	1 sec	1 sec	1 sec	1 sec
<b>Standard text</b>	25c	25c	25c	25c
<b>V2V text rate</b>	5c	5c	5c	5c
<b>Voicemail</b>	Free in Oz	Free in Oz	Free in Oz	Free in Oz

**SPECIALS**

The following *specials* apply to the *service*. We may also offer other *specials* and if the terms of that *special* are not set out below *you* will be advised of these separately, for example, in promotional material relating to the *special*.

N/A