



CRITICAL INFORMATION SUMMARY

FOR VIRGIN MOBILE BACK SOON PLAN

(Plan ID: 001070)



INFORMATION ABOUT THE SERVICE

Description of service

The Back Soon Plan is available for out-of-contract or month-to-month SIM Postpaid customers who would like to retain their Postpaid mobile service and keep their mobile number while they are away. For \$10 per month, this plan is a Postpaid mobile service with no inclusions – \$0 of included value for standard National and International calls and text, OMB of included data for use within Australia per billing month. You will be charged our standard rate for National and International calls and texts and data. This plan is only available for eligible customers who contact us on 1300 555 100.

Bundling

You don't need to bundle this plan with another Virgin Mobile Australia service. However, you might be able eligible for special offers if you do. For more information on bundling services, see virginmobile.com.au/bundling-discount

Mandatory goods

You must have a mobile handset to be able to use this service. If you choose to purchase a handset from Virgin Mobile, you may also be charged for your handset in monthly repayments.

Minimum term

This plan is available on a month-to-month basis.

What's included

There are no inclusions on this plan. You will be charged our standard rates for National and International calls and texts and data.

What's excluded

The Back Soon Plan does not include usage overseas or calls and messaging types such as: calls to mobile satellite services or calls, text and MMS to premium numbers. Any use of excluded services will be charged in addition to your minimum monthly spend.

Special promotions and value adds

This summary excludes any special promotions or extra value adds that may be associated with your contract or may be added by you after your contract commences.

INFORMATION ABOUT PRICING

Minimum monthly spend – \$10 per month

If you make any calls, sent texts or use data, you will pay more than this in a given month and will be charged our standard rates, as per below.

Cancellations

If you leave your plan early, just pay the pro-rated plan access fee for your final month, charges incurred up until cancellation (including excess if you've used more than the pro-rated included international credit or included data in your final month) and any unpaid contributions towards the full cost of your handset including those we were going to cover. You can find out what the monthly contributions are for your handset by looking at your sign up information, logging in at virginmobile.com.au/myaccount or calling customer care on 1300 555 100.

STANDARD RATES (for use within Oz)

2 min standard national mobile call (including call connection)	\$2.36
Standard national text	\$0.28
Extra data usage in Oz	\$10/1GB (or part thereof)

KEY RATES

All usage will then be charged at the rates in the table.

	To Virgin Mobile	To other networks in Oz
Standard national voice and video call rate	98¢ per min + 40¢ call connection	98¢ per min + 40¢ call connection
Standard national text (per 160 characters)	28¢	28¢
National MMS	60¢	60¢
International Call	Please visit virginmobile.com.au/international-rates	
International Text (per 160 characters)	45¢	
International MMS	60¢	
Voicemail	\$0 within Oz	
13 & 1300 Numbers	98¢ per min + 40¢ call connection	
18 & 1800 Numbers	\$0 within Oz	
Virgin Mobile Customer Care (1300 555 100)	\$0 within Oz	
International Roaming	Please visit virginmobile.com.au/international-roaming	

Data

This plan does not include any data allowance. Data covers uploads and downloads and usage is counted in kilobyte (KB) units. There are 1024KB in a megabyte (MB) and 1024MB in a gigabyte (GB). All data usage on this plan will be charged at 1GB for \$10. If you don't use this data, it'll rollover to the next month. At the end of your billing month, you'll automatically be moved back to your plan's inclusions and charges.



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OTHER INFORMATION

Virgin Mobile Fair Use Policy

Virgin Mobile Fair Use Policy applies to 'unreasonable use' of this plan. See virginmobile.com.au/terms-and-conditions/

Full pricing list

For a full pricing list of our current in market plans see virginmobile.com.au/mobile-phone-plans

This plan is only available for eligible customers who contact us on 1300 555 100.

Usage information

You can easily monitor your unbilled usage via usage tracker found in:

- MyAccount at virginmobile.com.au/myaccount
- MyAccount App found in App Store and Google Play

The usage tracker displays your current level of included value, data, excluded usage and rollover. We'll also send you an Auto Alert SMS once you've reached 50%, 85% and 100% of your included value or included data. In My Account you can customise your alerts and opt in to receive Auto Alerts for your excluded usage.

Using your service overseas (International Roaming)

To use your Virgin Mobile Postpaid service while overseas switch on roaming via MyAccount or MyAccount App. When roaming you will be charged a standard rate for the country you are visiting, see virginmobile.com.au/international-roaming for more details on rates & international roaming data packs. Any usage and charges incurred while overseas will not be included.

Billing

We'll email you each month to let you know your bill is available to view & pay online at virginmobile.com.au/paybill. If you choose to receive a paper bill you'll pay a \$2.20 fee per bill. Payment made by credit, debit or charge card including direct debit by credit card will incur a payment processing fee (1% on or before 31 August 2016, or 0.385% after that date) of the transaction amount. The fee will appear on the next account after the bill is paid. For more information about our billing and payment options see virginmobile.com.au

Barred countries

For security reasons, calls to some countries are automatically barred on your service. These countries include:

Iraq
Syria
Ghana
North Korea
Cuba (incl. Guantanamo Bay)
Liechtenstein
Burma / Myanmar
Diego Garcia
Guinea-Bissau
Thuraya satellite services


Questions?

We're here to help! Full details of this plan and all of the other services we offer can be found on our website virginmobile.com.au. Or if you would like to speak to our customer care team please call us on 1300 555 100 (within Australia) or +61 2 8860 9848 (from overseas) between:

- 8am to 9pm AEST Monday to Friday
- 9am to 7pm AEST Saturday, Sunday & Public Holidays

24/7 for lost or stolen phones

How to contact us

 Easiest way is by going to virginmobile.com.au/contact-us

 By Phone call us on 1300 555 100 between:

- 8am to 9pm AEST Monday to Friday
- 9am to 7pm AEST Saturday, Sunday & Public Holidays

 Find the nearest store see virginmobile.com.au/stores

 For social channels or web chat see virginmobile.com.au/contactus

 By fax at 1300 555 733

 Send a letter to Customer Relations Team, Locked Bag 17 Royal Exchange NSW 1225 or Reply Paid 68456 NSW 2001

Internal dispute resolution process

If you're happy, we're happy. Virgin Mobile is committed to providing you with the best possible service and we set ourselves very high standards, but if you are dissatisfied with your service, we want you to let us know so we can get it right.

What we'll do

Chances are, we'll be able to solve your problem on the spot. If it can't be resolved in 48 hours, our Customer Relations Team will take responsibility for your issue. We'll respond to your complaint as soon as possible and let you know how long we think it'll take to resolve. Rest assured we aim to resolve all customer complaints within 15 working days. If we are unable to resolve your complaint within 15 working days, we will let you know the reasons why this is the case.

Telecommunications Industry Ombudsman

If you're not happy with how we've resolved your complaint, or if you find the above avenues unacceptable, you can seek help from external channels such as the Telecommunications Industry Ombudsman. You can lodge a complaint with the Ombudsman online or contact them via the details below:

By phone 1800 062 058

By fax 1800 630 614

In writing PO Box 276, Collins Street, Melbourne VIC

This is a summary only. The full terms and conditions for this plan can be found at virginmobile.com.au/terms-and-conditions