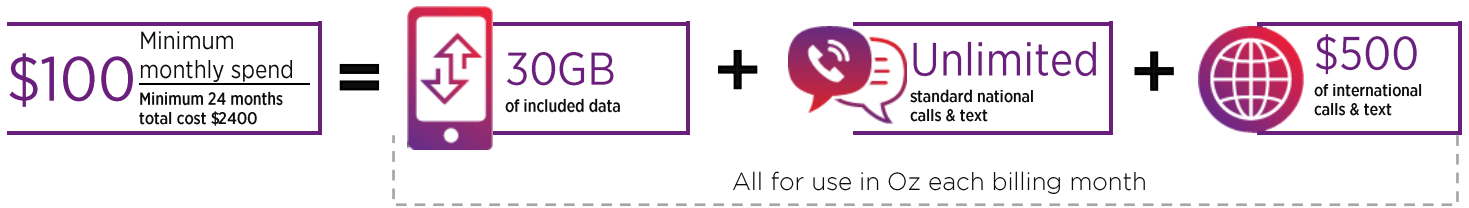




# CRITICAL INFORMATION SUMMARY

## FOR VIRGIN MOBILE \$100 PHONE PLAN

(Plan ID: 001229)



### INFORMATION ABOUT THE SERVICE

#### Description of service

\$100 Plan is a postpaid mobile service with unlimited standard National calls and text, \$500 of international credit for calls and texts plus 30GB of included data for use within Australia per billing month. Any unused international credit and included data will roll over to the following month only, and is used once the following month's international credit and included data is exhausted. Once you use up your international credit and Included data you will be charged our standard rate. Your first Month's international credit and included data will be pro-rated According to when you start this plan and how much of the billing month remains.

#### 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](http://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 24 month plan.

#### What's included

Your monthly international credit can be used for standard international calls and text from Australia, including calls to 13 and 18 numbers. Your monthly included data of 30GB can be used to access the internet while you're in Australia.

#### What's excluded

Your monthly included value and included data 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 – \$100 per month

If you use more than your included value, included data, roll over inclusions, or use your service for things which are not included, you may pay more than this in a given month.

#### Minimum total cost

\$2400 over 24 months. Depending on additional amounts you incur, including phone repayments, you may pay more.

#### 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](http://virginmobile.com.au/myaccount) or calling customer care on 1300 555 100.

### STANDARD RATES (for use within Oz)

Extra data usage in Oz	\$10/GB (or part thereof)
------------------------	---------------------------

### KEY RATES

Your included value is used to pay for the items in the table until it runs out. Any excess usage will then be charged at the rates in the table.

	To Virgin Mobile and to other networks in Oz
Standard national voice call rate	Unlimited
Standard national text (per 160 characters)	Unlimited
National MMS	Unlimited
International Call	Please visit <a href="http://virginmobile.com.au/international">virginmobile.com.au/international</a>
International Text (per 160 characters)	35¢
International MMS	60¢
Voicemail	\$0 within Oz
13 & 1300 Numbers	\$0 within Oz
18 & 1800 Numbers	\$0 within Oz
Virgin Mobile Customer Care (1300 555 100)	\$0 within Oz
International Roaming	Please visit <a href="http://virginmobile.com.au/international-roaming">virginmobile.com.au/international-roaming</a>

#### Data

Your included data allowance 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). If you exceed your data allowance, we'll automatically give you a data top up of 1GB for \$10. If you don't use this data top up, 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.



# CRITICAL INFORMATION SUMMARY

## FOR VIRGIN MOBILE \$100 PHONE PLAN

(Plan ID: 001229)

### 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/](http://virginmobile.com.au/terms-and-conditions/)

#### Full pricing list

For a full pricing list see [virginmobile.com.au/mobile-phone-plans](http://virginmobile.com.au/mobile-phone-plans)

#### Usage information

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

- MyAccount at [virginmobile.com.au/myaccount](http://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](http://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](http://virginmobile.com.au/paybill). If you choose to receive a paper bill you'll pay a \$2.20 fee per bill.

#### Payment Processing Fee

Payment made by credit, debit or charge card including direct debit by credit card will incur a payment processing fee. To avoid this fee, consider setting up direct debit with a bank account or pay via BPay. For details go to [virg.in/payment-tips](http://virg.in/payment-tips)

#### 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](http://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).

#### How to contact us


##### Easiest way is by going to

<http://www.virginmobile.com.au/contact-virgin-mobile/>

 By Phone call us on 1300 555 100

Find the nearest store see [virginmobile.com.au/stores](http://virginmobile.com.au/stores)

 For social channels or web chat see [virginmobile.com.au/contactus](http://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](http://virginmobile.com.au/terms-and-conditions)