



CRITICAL INFORMATION SUMMARY

DATA PACKS FROM 12 OCTOBER 2017

INFORMATION ABOUT THE SERVICE

Description of service

Virgin Mobile Australia Data Packs are available to Postpaid customers and increase the monthly data allowance for use in Australia as follows:

- \$15 per month: 2GB (0.73¢/MB)
- \$20 per month: 4GB (0.49¢/MB)
- \$35 per month: 8GB (0.43¢/MB)
- \$75 per month: 18GB (0.41¢/MB)
- \$100 per month: 25GB (0.39¢/MB)
- \$150 per month: 100GB (0.15¢/MB).

Mandatory goods

You must have an existing postpaid plan with Virgin Mobile Australia and a compatible device.

Minimum term

30 day minimum term (month to month). Cancel at any time with 30 days' notice.

What's included

Data Packs are charged monthly and continue until you cancel with 30 days' notice.

- Included data from your plan will be used before Data Pack data. Please note that rollover data will only be used once you have exhausted your Data Pack allowance.
- Data includes uploads and downloads and is counted in KB increments.
- There are 1,024KB in a megabyte (MB) and 1024MB in a gigabyte (GB)
- If you go over your Data Pack inclusion, you will be charged excess data at \$10 per GB (or part thereof) if you signed up to your plan on/after 30 August 2016 or at 5.2c per MB if before that date.
- If you move to a lower value Data Pack, the change will only take place at the start of your next billing cycle.
- If you move to a higher value Data Pack, the change will happen immediately and, you will be charged a pro- rated fee.

What's excluded

Data Packs are a data-only product, for use in Australia and do not include additional value for calls, SMS or use overseas.

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 and data rate per megabyte

The minimum additional cost for each Data Pack (and the cost of using 1MB in Australia) is:

- \$15 per month: 2GB (0.73¢/MB)
- \$20 per month: 4GB (0.49¢/MB)
- \$35 per month: 8GB (0.43¢/MB)
- \$75 per month: 18GB (0.41¢/MB)
- \$100 per month: 25GB (0.39¢/MB)
- \$150 per month: 100GB (0.15¢/MB).

Cancellations

Cancel at any time with 30 days' notice.



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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 see:

For Postpaid Mobile – virginmobile.com.au/mobile-phone-plans

For Postpaid Mobile Broadband – <http://www.virginmobile.com.au/mobile-broadband-plans/>

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). Please check our website for call centre opening hours.

How to contact us

Easiest way is by going to

- virginmobile.com.au/contactus
- By Phone call us on 1300 555 100 – see website for opening hours.
- 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