



CRITICAL INFORMATION SUMMARY FOR PREPAID PLUS RECHARGE VOUCHERS

INFORMATION ABOUT THE SERVICE

Description of service

Your included value will depend on your recharge voucher and is listed in the table below, under 'Information about pricing'. All credits expire 28 days from recharge; extra credit will expire earlier if you recharge with a different type of voucher or change your prepaid plan. Recharge with another Prepaid Plus within 28 days to rollover unused credit.

Mandatory goods

This is a prepaid plan with no minimum term. Recharge expiry period for this recharge voucher is 28 days.

Data Allowance

You must have a mobile handset to be able to use this service. Proof of ID required. 1¢ balance required to access prepaid services and \$1.03 to access data services.

Minimum term

This is a prepaid plan with no minimum term. Recharge expiry period for Prepaid Plus is 28 days.

What's included

Included value comprises plan credit (equivalent to the cost of the recharge) and extra credit (being the balance). Extra credit is always used first and can only be used for standard voice calls, text, MMS and calls to 13 & 1800 numbers. Plan credit is deducted for services not included in extra credit, excess data and once you have exhausted extra credit. Your included data can be used to access the data services while you're in Australia. Included data will expire earlier if you recharge with a different type of voucher or change your prepaid plan. Max 12GB data can accumulate at any one time.

Special promotions and value adds

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

INFORMATION ABOUT PRICING

Recharge Denomination	Total Included Value	Credit	Extra Credit	Included Data
\$19	\$100	\$19	\$81	500MB
\$29	\$450	\$29	\$421	2GB
\$49	\$900	\$49	\$851	5GB
\$79	\$1,500	\$79	\$1,421	8GB
\$99	\$1,850	\$99	\$1,751	10GB

STANDARD RATES (All for use within Oz)

2 min standard national mobile call (including call connection)	\$2.20
Standard national text (per 160 characters)	\$0.25
1MB of excess within Australia	VirginInternet APN excess data charged at \$2.05/MB and deducted in 1KB units. YesInternet APN excess data charged at 12¢/MB and deducted in 1MB units.

KEY RATES

Calls and messages included in your plan credit

	To Virgin Mobile in Oz	To other networks in Oz
Standard national voice and video call rate	Unlimited	90¢ per min + 40¢ call connection
Standard national text (per 160 characters)	Unlimited	25¢
National MMS	Unlimited	60¢
International Call	Please visit virginmobile.com.au/international	
International Text (per 160 characters)	35¢	
International MMS	60¢	
Voicemail	\$0 within Oz	
13 & 1300 Numbers	90¢ per min + 40¢ call connection	
18 & 1800 Numbers	\$0 within Oz	
Virgin Mobile Customer Care (1300 555 100)	\$0 within Oz	

Calls and messages not included in your plan credit

All data includes uploads and downloads. There are 1024KB in a MB and 1024MB in a GB. Virgin Internet APN excess data charged at 0.2¢/KB and deducted in 1KB units. Yes Internet APN excess data charged at 12¢/MB and deducted in 1MB units. Minimum \$1.03 balance required to access mobile data.



CRITICAL INFORMATION SUMMARY FOR PREPAID PLUS RECHARGE VOUCHERS

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 virginmobile.com.au/mobile-phone-plans

Usage information

You can monitor your balance by:

- Visiting virginmobile.com.au/myaccount
- Calling 225 from your Virgin Mobile Service (20¢ per call)
- Texting 'BAL' to 225 from your Virgin Mobile Service (20¢ per text)

Using your service overseas (International Roaming)

Virgin Prepaid Mobile services are only available within Australia where suitable coverage is accessible. For more information see virginmobile.com.au/service-overseas.

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