



CRITICAL INFORMATION SUMMARY

INTERNATIONAL ROAMING DATA PACKS

FROM 4 JULY 2017

INFORMATION ABOUT THE SERVICE

Description of service

Virgin Mobile Australia International Roaming Data Packs are one off packs with a set data allowance for use while you are overseas in Zone 1 countries.

Available Roaming Data Packs as follows:

- \$30: for 500MB (\$0.060/MB)
- \$45: for 1GB (\$0.044/MB)
- \$60: for 2GB (\$0.029/MB)
- \$85: for 3GB (\$0.028¢/MB)

Roaming Data Packs are available to Postpaid Mobile customers with a Phone or SIM plan, can be used in any Zone 1 country and cannot be used in Australia.

Once Roaming Data pack inclusions have been exhausted you will be charged the standard Roaming Rate for Zone 1 countries, all roaming charges are on top of your minimum monthly spend and your domestic plan inclusions cannot be used while overseas.

Please visit virginmobile.com.au/international-roaming for more details on other Roaming Zones, rates, tips & tricks and FAQs.

Zone 1 Countries

Austria - Denmark - Fiji - Germany - Greece - Hong Kong - Indonesia - Ireland - Japan - Malaysia - New Zealand - Norway - Philippines - Singapore - Spain - Sri Lanka - Sweden - Thailand - United Kingdom - United States.

Mandatory goods

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

Minimum term

Roaming data packs expire within 30 days of purchase, any unused data does not rollover, does not include any calls or text.

What's included

- Roaming data pack inclusions listed above
- Only data is included in each pack
- Data usage while 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 International Roaming Data Pack you will be charged the standard roaming data rate for Zone 1
- Roaming pack expiring the soonest will be used first.

What's excluded

- International Roaming Data Packs are a data-only packs for use while you are overseas and do not include additional value for calls, SMS for use overseas or domestically.
- Included data from your plan can not be used while you are 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

As listed above for each data pack.

Cancellations

International Roaming Data Packs are one off purchases for each pack. You cannot cancel the Roaming Data if any data has been used from the pack or if it has expired.

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 exhaust your International Roaming Data Pack you will be charged the standard rate for the country & zone you are using the service in.



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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 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
- 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 depending on the country you are visiting, see virginmobile.com.au/international-roaming for more details on rates & international roaming data packs. You will continue to receive usage notifications when you reach 50%, 85% and 100% of your roaming data pack inclusions on top of your \$100 excluded usage notifications.

To disable these notifications specifically to roaming please call (free call from Virgin Mobile postpaid services):

+61288610588 24/7

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).

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
- 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

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



This information is correct as at **4 July 2017** but is subject to change at any time. Check virginmobile.com.au for all the latest information about our plans and services. Virgin Mobile (Australia) Pty Ltd ABN 67 092 726 442. ♻ Please recycle me

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