



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE – DATA VALUE-ADDS FOR PREPAIDMOBILE

Description of service

Virgin Mobile Data Value-Adds are available to customers with a Prepaid Mobile service to increase the data allowance for use in Australia as follows:

- \$5 for 50MB (10¢/MB)
- \$10 for 300MB (3¢/MB)

Mandatory goods

You must have an existing Virgin Mobile Prepaid Mobile service. Minimum Balance of \$1.03 to access mobile data services and a compatible device.

Minimum term

There is no minimum term as this is a once of Prepaid purchase.

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.

What's included

- * Data Value-Adds are a once off prepaid purchase.
- * All data includes uploads and downloads.
- * Data Value-Add expires in 30 days or when your credit expires (which ever comes first)
- * Max 3 Prepaid Data Value-Add Purchases a month
- * Max 5GB of Data Value-Add data can be accumulated at one time

What's excluded

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

INFORMATION ABOUT PRICING

Total minimum cost and rates

VirginInternet APN excess data charged at 0.2¢/KB and deducted in 1KB units.
YesInternet APN excess data charged at 12¢/MB and deducted in 1MB units:

- \$5 for 50MB(10¢/MB)
- \$10 for 300MB (3¢/MB)

Cancellations

Once off Prepaid purchase. You forfeit your prepaid credits, data and balance if you cancel your prepaid service.

Spend management tools

Check your data usage 24/7 in My Account, or via the Virgin Mobile Australia My Account app, available via the App Store & Google Play.



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OTHER INFORMATION – DATA VALUE-ADDS FOR PREPAID MOBILE

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-data-plans

Usage information

You can easily monitor your unbilled usage via the usage tracker in My Account see virginmobile.com.au/myaccount. 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. You can customise these alerts in My Account, where you can also opt in to receive Auto Alerts for your excluded usage which includes excess data, calls and text not included in your monthly included value, and all calls and text made once you've reached your monthly included value.

Using your service overseas

Virgin Prepaid Mobile services are only available within Australia where suitable coverage is accessible.

For more information see virginmobile.com.au/service-overseas

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

For more information or to have calls to these countries unbarred, please contact us.

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