



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE – \$40 MOBILE BROADBAND BYO FROM 12 FEB 2016

Description of service

This Postpaid Mobile Broadband service includes a data allowance of 25GB per month for use within Australia. Any data allowance you don't use in a given month will not roll over to the next month and will expire in that month. Your first month's data allowance will be pro-rated according to the date of your first bill or the date you upgraded or changed plan.

Bundling

This plan excludes any bundling arrangements with Virgin Mobile. However, you might be able to get additional discounts if you have a Virgin Mobile service. For more information on bundling services, see virginmobile.com.au/bundling-discount

Mandatory goods

You need a mobile internet compatible device to use this service. If you choose to buy a modem from us you may be required to pay an upfront or a monthly fee.

Minimum term

This plan is available on a month to month contract.

What's included

Your plan includes a data allowance of 25GB per month for use within Australia.

What's excluded

Your monthly plan does not include calls and messaging. Your monthly data allowance does not include usage of the internet while you are overseas.

Special promotions and data value adds

This summary excludes any special promotions or data value added services that may be associated with your contract or may be added by you after your contract commences.

INFORMATION ABOUT PRICING

Minimum monthly spend – \$90 per month

Cancellations

You can cancel your plan at any time. All you need to do is pay all the outstanding charges on your account.

Plan changes

If you decide to change to a lower plan during your contract term, cancellation fees will apply. Contact the customer service hotline (details on the back) if you would like further information.

Data usage

Data charges are based on the amount of data you use when accessing email and the internet on your compatible Mobile Broadband device. There are 1000KB in a MB, and 1000MB in a GB. Data includes uploads and downloads & is charged per KB. If you exceed your included data allowance, your speed will be throttled to 128kbps for the next 250MB. The cost of 1MB of data within your included data allowance is 0.36¢/MB.



CRITICAL INFORMATION SUMMARY

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-broadband-plans

Usage information

You can monitor your unbilled usage at My Account by visiting virginmobile.com.au/myaccount

Using your service overseas

We do not offer overseas roaming services on our mobile broadband plans.

Billing

We'll email you each month to let you know your bill is available to view & pay online. 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 1% payment processing fee 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

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:

- Monday to Friday 8am to 9pm AEST
- Saturday, Sunday & Public Holidays 9am to 7pm AEST
- 24/7 for lost or stolen phones

How to contact us

- Easiest way to contact us is by going to: **virginmobile.com.au/contact-us**
- If you prefer talking to us over the phone – our customer service hotline is **1300 555 100**
- If you want to talk to the staff at one of our stores, visit your nearest store. See **virginmobile.com.au/stores**
- Send us a fax at **1300 555 733**
- Send us a letter – address it to: **Customer Relations Team Locked Bag 17 Royal Exchange NSW 1225**
Or
Reply Paid 68456NSW 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 Service 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