



# CRITICAL INFORMATION SUMMARY FOR PREPAID LONG EXPIRY RECHARGE VOUCHERS

## INFORMATION ABOUT THE SERVICE

### Description of service

Long Expiry is a prepaid mobile plan, it comes with Plan credit. Your plan credit will depend on your recharge value and is listed in the table below, under 'Information about pricing'. Recharge with another Long Expiry before expiry to rollover unused credit.

### Mandatory goods

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 periods for Long Expiry will depend on the recharge value and is are listed below.

### What's included

Plan credits will be deducted for any call, messages and data used at the standard rate listed below in 'Key Rates'.

### 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 voucher	\$15	\$19	\$29	\$49	\$79	\$99
Plan Credit	\$15	\$19	\$29	\$49	\$79	\$99
Expiry Period						
If you restricted your use solely to standard national mobile calls each of 2 minute duration, you could make this number of calls	7 calls	9 calls	14 calls	25 calls	40 calls	50 calls

## STANDARD RATES (All for use within Oz)

2 min standard national mobile call (including call connection)	\$1.96
Standard national text (per 160 characters)	\$0.28
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 call rate	5¢/min & 40¢ call connection	78¢/min & 40¢ call connection
Standard national video call rate	78¢/min & 40¢ call connection	78¢/min & 40¢ call connection
Standard national text (per 160 characters)	Unlimited	28¢
National MMS	25¢	60¢
International Call	Please visit <a href="http://virginmobile.com.au/international">virginmobile.com.au/international</a>	
International Text (per 160 characters)	35¢	
International MMS	60¢	
Voicemail	\$0 within Oz	
13 & 1300 Numbers	78¢ 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.



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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/](http://virginmobile.com.au/terms-and-conditions/)

### Full pricing list

For a full pricing list see [virginmobile.com.au/mobile-phone-plans](http://virginmobile.com.au/mobile-phone-plans)

### Usage information

You can monitor your balance by:

- Visiting [virginmobile.com.au/myaccount](http://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](http://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](http://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](http://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](http://virginmobile.com.au/stores)

For social channels or web chat see [virginmobile.com.au/contactus](http://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](http://virginmobile.com.au/terms-and-conditions)