

AIRTEL AU Critical information summary

IDD Bolt-On Plan

1. Information about these Services

Plan Name	Cost of Recharge	Included in your Plan (Included Value)			Data Bank	Minimum Term
		IDD MMINS	Countries	Included Data		
15 Country Call Pack		250 mins *China, Ireland, UK, Hong Kong, Indonesia, Malaysia, New Zealand, Singapore, Thailand, India, Vietnam, USA, Bangladesh, Sri Lanka, Pakistan				
25 Country Call Pack		250 mins *Canada, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Japan, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Vietnam, Spain, Portugal, Pakistan, Philippines, Bangladesh, Sri Lanka		n/a	n/a	30 days

* China, Ireland, UK, Hong Kong, Indonesia, Malaysia, New Zealand, Singapore, Thailand, India, Vietnam, USA, Bangladesh, Sri Lanka, Pakistan

** Canada, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Japan, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Vietnam, Spain, Portugal, Pakistan, Philippines, Bangladesh, Sri Lanka

The service provided is airtel au using the Vodafone Hutchinson Australia network. To use the service, you must first order and activate an airtel au which will enable you to make and receive international voice calls and sms to the list of countries listed above.

2. Using your Plan and Inclusions

To use this Plan, you must buy and activate an airtel au Mobile Physical or eSIM.

Included

When you're in Australia the following services are unlimited and included:

- International calls and sms to the countries listed in the table above.

Exclusions: All services not listed above, including but not limited to:

- No Data included
- No MMS included
- All national Voice services
- Any type of Data services
- Calls, SMS, MMS or video calls to non-terrestrial locations such as satellites and space stations;
- International rerouted, freephone, pager and premium numbers
- International voice call diverts or call forwarding;
- Calls and SMS to the Pivotel Network
- International Roaming

Eligible Devices: You must bring your own unlocked device that meets the Device Guidelines available on the airtel au Mobile website <https://www.airtel.net.au>. Your tablet or other device may not be capable of making calls or sending or receiving SMS and MMS. Note that 3G has been decommissioned in December 2023 and 3G handsets will need to be updated to continue to use this Service.

Data: These plans are voice and sms only.

Acceptable Use: This Plan and your use of our network is subject to the airtel au Mobile Acceptable Use Policy, available at <https://www.airtel.net.au>

3. Information about Pricing

Early Termination Charge:	There is no minimum contract term. If you cancel your service or port out, you will not be charged an early termination charge, however any remaining credit will not be refunded, and any unused data will be forfeited.
Automatic Recharge	If Automatic Recharge is turned on, at the end of each 30-day period, the plan will automatically recharge by debiting the cost of

	<p>your service using your stored payment details for further 30 day periods unless you turn Automatic Recharge off or terminate the plan. Automatic Recharge will only be turned on by default if you have provided your payment card details to pre-authorise your purchase or you have stored your payment details. You can deselect the default automatic recharge option when signing up for the plan or you can turn it off or on at any time via airtel au Account.</p>
Cost of a 2 min standard call	No additional cost. These calls are included in the cost of the recharge.
Cost of a Standard National SMS	No additional cost. These SMS are included in the cost of the recharge.

4. Other Information

Call and Data Usage:	<p>Check your usage by downloading the MVNO Name App or in My Account online. You will receive SMS usage alerts on your compatible device within 24 hours of reaching 50%, 85% or 100% of your max speed Data and International Voice inclusions. These SMSs will not contain an unsubscribe facility.</p>
Spend Management Tools:	<p>You can check your balance, view your call history, and view your recharge history in My Account: https://www.airtel.net.au</p>
Help and Support:	<p>You can find answers to our most frequently asked questions on airtel au. If you have questions visit https://airtel.net.au/technical-support/. Otherwise start a live chat with us by logging into your Account on the MVNO Name app or through our website at MVNO Name.com.au. Should you wish to access our complaint handling process, this can be found on our website https://www.airtel.net.au</p> <p>The Telecommunications Industry Ombudsman is contactable at: www.tio.com.au/about-us/contact-us, by phone on 1800 062 058, by Fax on 1800 630 614, by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.</p>

Coverage:	This service uses the Vodafone network. Quality and availability may vary depending on your location, your phone, network congestion and network coverage. For more information visit https://www.airtel.net.au
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This is a summary only. Further terms and conditions regarding MVNO Name services can be found at <https://www.airtel.net.au>