

AIRTEL AU Critical information summary

Roaming Bolt-On Plan

1. Information about these Services

Plan Name	Cost of Recharge	Included in your Plan (Included Value)			Data Bank	Minimum Term
		Standard International calls mentioned destinations*	Countries	Included Data		
Occasional Tourist Roaming Pack		<ul style="list-style-type: none"> • 60 minutes of calls and 100 SMS Includes MMS. 	China, Fiji Islands, Singapore, Taiwan, UK, Hong Kong, Indonesia, Malaysia, New Zealand, Sri Lanka, Thailand, India, Vietnam, USA, Phillipines. And Australia	1GB	n/a	2 x 24 hours
Frequent Traveller Roaming Pack		<ul style="list-style-type: none"> - 90 minutes of calls and 100 SMS. Includes MMS 	Fiji, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Germany, Sweden, Vietnam, Spain, Portugal, Phillipines, Belgium, Austria, Norway, Hungary, Sri Lanka, Canada, Denmark, Netherlands. and Australia.	2GB		7 x 24 hours

The service provided is MVNO Name giving access to Vodafone 4G coverage. To use the service, you must first order and activate an airtel au Mobile SIM card which will enable you to make and receive domestic voice calls, SMS, MMS and provide access to data services. The service is provided by Vodafone Hutchinson Australia Pty Ltd.

2. Using your Plan and Inclusions

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

Included

When you're in Australia the following services include:

Occasional Tourist Roaming Pack

- 60 minutes of calls and 100 SMS to and from China, Fiji Islands, Singapore, Taiwan, UK, Hong Kong, Indonesia, Malaysia, New Zealand, Sri Lanka, Thailand, India, Vietnam, USA, Phillipines. And Australia. Includes MMS.

Frequent Traveller Roaming Pack

- 90 minutes of calls and 100 SMS to and from Fiji, USA, Singapore, Malaysia, China, UK, Ireland, Republic of Korea, India, New Zealand, Italy, Thailand, Hong Kong, Indonesia, Taiwan, France, Greece, Germany, Sweden, Vietnam, Spain, Portugal, Philippines, Belgium, Austria, Norway, Hungary, Sri Lanka, Canada, Denmark, Netherlands. and Australia. Includes MMS

Exclusions:

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

- premium and re-routed SMS;
- voice call diverts;
- any form of video calls;
- use of the VHA Network that is for a commercial purpose or for resale by you; and
- any voice call, SMS or MMS which is rerouted by a third party and/or re-routed to an international destination or to a premium number or service.
- 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;
- The International Roaming Pack cannot be used for calls, SMS/MMS or data services originating from Australia. "

Eligible Devices:

You must bring your own unlocked device that meets the Device Guidelines available on the MVNO Name 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 Bank: Data banking is not available

Acceptable Use: Acceptable Use: This Plan and your use of our network (including the unlimited use of national calls, SMS and MMS) is subject to the MVNO Name 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 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 your my.airtel.net.au
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.
Cost 1MB of Data within Australia	Additional data charged at \$0.02/MB. Charged in KB increments.

4. Other Information

Call and Data Usage:	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.
Spend Management Tools:	You can check your balance, view your call history, and view your recharge history in My Account: https://www.airtel.net.au
Help and Support:	<p>You can find answers to our most frequently asked questions on MVNO Name.com.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

This is a summary only. Further terms and conditions regarding MVNO Name services can be found at <https://www.airtel.net.au>