

Critical information summary

365-Day Prepaid Plans

1. Information about these Services

Plan Name	Cost of Recharge	Included in your Plan (Included Value)		Data Bank	Minimum Tern	Cost per MB
		Standard national calls, SMS, and MMS	Included Data in Australia			
		Unlimited	100GB	n/a	365 Days	
			250GB			

The service provided is airtel au 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 airtel au Mobile Physical or eSIM.

Included

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

- calls to standard national fixed lines;
- calls to standard national mobiles;
- calls to 13, 1300 and 18 numbers;
- calls to voicemail; and
- standard national SMS and MMS
- personal use only

Exclusions:

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

- calls made, SMS sent and Data used when you are roaming onto a network other than the Vodafone Digital Mobile Network, including Australian and international networks;
- calls and SMS to international numbers;
- 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.

International Roaming:

Customers must have an active main balance to utilise international roaming. The countries, costs and rates related to the use of international roaming listed will be deducted from your main balance. Please click here <https://airtel.net.au/mobile/> for more details.

International Calls:

Customers must have an active main balance in order to utilise international calls. The countries, costs and rates related to the use of international calls listed will be deducted from your main balance. Please click here <https://airtel.net.au/mobile/> for more details.

Eligible Devices:

You must bring your own unlocked device that meets the Device Guidelines available on airtel au website. Your tablet or other device may not be capable of making calls or sending or receiving SMS and MMS. Note that 3G will be 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 on the 365 Day plans.

Data:

If all current included plan data, data add-on, bonus and databank data is used before 365 days has elapsed, access to data will cease unless you have a main balance (excess data charged at \$0.02/MB) or until you recharge or purchase a data pack or a new plan that includes data.

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 airtel au Mobile Acceptable Use Policy, available at airtel au website.

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 365 day period 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 airtel au account.
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 airtel au App or in My.airtel.net.au Account online. You will receive SMS usage alerts on your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Data. 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.airtel.net.au/login or the mobile app

Help and Support:	<p>You can find answers to our most frequently asked questions on airtel au website. If you have questions visit (LINK TO MVNO Name HELP SECTION). Otherwise start a live chat with us by logging into your Account on the airtel au app or through our website at my.airtel.net.au/login website. 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:	<p>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</p>

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