



SOFA Prepaid Mobile Service

This is a legal document that forms part of the airtel au Customer Terms that apply to Your Prepaid Mobile Service. You must read and understand all documents that form part of the Customer Terms (including the General Terms, this document and the Offer You choose) before You commence using the Prepaid Mobile Service.

Telephone	1800 247 835 (AIR TEL)
Live chat	https://dashboard.tawk.to/#/chat
Non-English Speaking enquiries	126 101 from your MVNO Mobile
People with disabilities	Customers with a hearing or speech impairment can call through the National Relay Service. See http://relayservice.gov.au/support/training/nrs-callnumbers for information about placing a call using this service.



1. The Service Terms

- a) Airtel AU PTY LTD (ABN 81 656 122 879) will provide You with the Services in accordance with the terms and conditions of this Standard Form of Agreement (“Agreement”) and any documents validly incorporated by reference.
- b) The Agreement commences when You purchase and are provided with a airtel au pre-paid product.
- c) You should read all the Customer Terms that apply to the Prepaid Mobile Service carefully so that You understand Your rights and obligations before You use the Prepaid Mobile Service.
- d) By purchasing the Service, You agree to comply with the terms of the Agreement, the latest version of which can be found on the Website at www.airtelau.com.au.
- e) You may obtain a copy of any of the documents forming part of the Customer Terms from the airtel au Website or without charge on request.
- f) To the extent permitted by applicable Laws, airtel au may vary its Services or its charges or add new Services from time to time without notice to You. This will be in circumstances for example, where the variation is beneficial to You, or does not interfere with Your enjoyment of the Service. For all other variations, we will give You at least 21 days’ notice in writing (normally by e-mail) before we vary the Agreement. The Agreement, as amended from time to time, will be available on the Website at www.airtelau.com.au.
- g) The meanings of capitalised terms used in these Service Terms are listed in Clause 18 or in the General Terms.
- h) Elements of the Prepaid Mobile Service may be subject to the requirements set out in the Telecommunications Consumer Protection Code C628:2019.

2. The Prepaid Mobile Service

2.1 What does the Prepaid Mobile Service give You?

- a) Subject to the Customer Terms, the Prepaid Mobile Service will give You, within the Mobile Network Coverage Area of the Mobile Network:
 - (i) access to the Mobile Network;
 - (ii) the ability to use the Prepaid Mobile Service from Your compatible device;
 - (iii) access the Account Management Service; and



- (iv) the use of a Mobile Number.
- b) Your Prepaid Mobile Service can only be used for Your personal use only.
- c) The Prepaid Mobile Service must only be used using Your compatible device.
- d) The Prepaid Mobile Service is not suitable for use as a multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication, baby monitor, in a device that is not a compatible device, with cellular trunking units or any other activity not specified in the Customer Terms or determined not to be covered by the Customer Terms by airtel au from time to time providing that airtel au must act reasonably in making such a determination.
- e) The Account Management Service provides You to access account balance information for Your Account.

2.2 Eligibility

You are eligible to purchase a Prepaid Mobile Service if You are a new or existing Customer and You complete an Application which is accepted by airtel au

2.3 SIM Card

The SIM card remains the property of airtel au at all times unless it is assigned, distributed, sold or otherwise transferred by airtel au to distributors and/or retailers of airtel au Services. You must take all reasonable care to keep the SIM card safe and in good condition and must notify us immediately if it is lost, stolen or damaged.

- a) You will receive a SIM Card when You purchase a SIM or pack
- b) You must Activate Your SIM Card within 60 days from the date of Your purchase.
- c) You will be liable for the charges incurred through the use of the Service supplied in relation to Your SIM card. This includes the charges incurred through the use of the Services where Your SIM card has been lost, stolen or damaged (whether activated or not) prior to airtel au being notified of the loss or theft.
- d) You must return the SIM card within a reasonable time when requested by us if we issue You with a replacement SIM card or we no longer supply the Service to You. We may charge You a replacement fee if You do not return the SIM card upon our request, at the rate shown in the Standard Rate Table.



- e) If You lose the SIM Card or if it is stolen, You must tell airtel au immediately by contacting Customer Care. You are responsible for all Charges up until the time You tell Customer Care that the SIM Card is lost or has been stolen.
- f) You must not use Your SIM Card or the Prepaid Mobile Service in connection with a SIM Box, whether to terminate, transit, refile, aggregate, facilitate domestic or international traffic over the Mobile Network or otherwise.
- g) airtel au is not under any circumstances liable for any SIM card or any other goods which are lost in the post. You are advised to send returned goods by registered or recorded post to:

2.4 Accessing the Prepaid Mobile Service

- a) You must use Your compatible device and the SIM Card to access the Prepaid Mobile Service.
- b) Your ability to use the Prepaid Mobile Service and any features of the Prepaid Mobile Service will depend on the functionality of Your compatible device. Not all features of the Prepaid Mobile Service will be available for use with all compatible devices.
- c) There may be other factors which interfere with Your ability to use all features of the Prepaid Mobile Service, including:
 - (i) Your compatible device malfunctioning;
 - (ii) Your compatible device being switched off or in flight mode;
 - (iii) Your compatible device or SIM Card having insufficient memory;
 - (iv) You being in a location that is not in the Mobile Network Coverage Area as required to use that particular feature of the Prepaid Mobile Service;
 - (v) You attempting to use, access, download or transmit a service, feature or Content that is not compatible with Your compatible device; and
 - (vi) the mobile handset of the person You attempt to contact being switched off, in flight mode or outside a mobile coverage area, not having the required functionality or being connected to an incompatible local or overseas network.

2.5 Your compatible device

- a) You acknowledge and agree that airtel au or a airtel au Supplier may:
 - (i) disclose, or permit a airtel au Supplier to disclose, information on blocked and unblocked IMEIs to other Australian mobile telecommunications providers;
 - (ii) check, or permit a airtel au Supplier to check, whether the IMEI of any mobile device used by You to access the Prepaid Mobile Service is blocked;



- (iii) update device firmware for the device to continue receiving the Prepaid Mobile Service or new network features,
- b) Neither airtel au nor any airtel au Supplier will have any liability to You or anyone else for exercising its rights under this Clause 2.5(a).
- c) You acknowledge and agree that the Prepaid Mobile Service may not work on a mobile handset or device that does not meet the specifications published on the airtel au Mobile Website (a compatible device) and that airtel au and airtel au Suppliers will have no liability to You or anyone else as a result of You not being able to use the Prepaid Mobile Service on a mobile handset or device that is not a compatible device.

2.6 Restrictions on use

- a) If airtel au or a airtel au Supplier becomes aware of, or reasonably suspects, that You have breached any of Your obligations under these Service Terms or the Acceptable Use Policy, airtel au or a airtel au Supplier may:
 - (i) require You to cease the activities that you are in breach of or are suspected to be in breach of;
 - (ii) suspend, limit or terminate Your Account or the provision of the Mobile Prepaid Service (or any feature of it); and/or
 - (iii) charge You on a pay-as-you-go basis, with reasonable notice to You.
- b) Where airtel au has a right to suspend Your Account or the provision of a Prepaid Mobile Service, then:
 - (i) any expiry date applicable to the Credit Expiry Period will not be affected by such suspension;
 - (ii) any suspended Prepaid Mobile Service will retain its mobile number;
 - (iii) airtel au may not process any porting request in relation to the suspended Account or Prepaid Mobile Service during the period of suspension; and
 - (iv) if Your Account is not reactivated within six months from the date of suspension, airtel au may place Your Account in a Deactivated State.
- c) airtel au may disconnect Your Account permanently if it enters a Deactivated State, in which case the mobile number will be quarantined.

2.7 Coverage

- a) AIRTEL AU PTY LTD ABN 81 656 122 879 uses parts of the Vodafone 5G/4G mobile network. The Prepaid Mobile Service will only work within the Mobile Network Coverage Area. Outside the Mobile Network Coverage Area, provided You are still Connected to the Prepaid Mobile Service and within



the network coverage areas of other telecommunications service providers in Australia, You will only be able to make emergency calls to 000 or 112 only. You acknowledge that airtel au or airtel au Suppliers may change the Mobile Network Coverage Area from time to time.

- b) You are responsible for checking whether the Mobile Network Coverage Area is within the areas where You will ordinarily use the Prepaid Mobile Service, prior to purchasing the Prepaid Mobile Service. You can access coverage maps on airtel au Mobile website (<https://tinyurl.com/29n6ja9x>)
- c) Within the Mobile Network Coverage Area, the Prepaid Mobile Service may be affected by natural or physical structures within the area You are in. The coverage maps are general in nature, and there may be areas within the Mobile Network Coverage Area where there is no, or reduced, coverage.
- d) Some features of the Prepaid Mobile Service, such as Data Services, may be dependent on You and the person with whom You are communicating, being able to receive a particular level of signal strength within the Mobile Network Coverage Area, which may not be available in all areas. Accordingly, You may not be able to use those features of the Prepaid Mobile Service, if You or the person You are communicating with, are not in the particular area of the Mobile Network Coverage Area, upon which the feature You are trying to use is dependant.
- e) You will not be able to use the Prepaid Mobile Service outside Australia.

3 When can You use the Prepaid Mobile Service

3.1 Included Value

- a) You can only use the Prepaid Mobile Service within the Mobile Network Coverage Area when You have Included Value and/or Included Data in Your Account to meet the Charges You incur.
- b) Included Value is where the dollar value in Your Account is greater than \$0 for use with Calls and where the Credit in Your Account has not expired (Included Value).
- c) Included Data is where the remaining allocation of data credited to Your Account is greater than 1MB and where the Credit in Your Account has not expired (Included Data).
- d) If You purchase a Data Add-on to increase Your Included Data, the data in Your Data Add-on will be used before the data included in Your Prepaid Mobile Recharge.
- e) Airtel au may terminate Your use of a feature of the Prepaid Mobile Service You are using if You run out of the relevant Included Value and/or Included



Data in Your Account whilst You are using that feature. For example, if You run out of Included Value for Calls in Your Account during the course of a call, airtel au may terminate the call without notice.

- f) You must also have sufficient Included Value and/or Included Data in Your Account to cover the full charges of the particular feature of the Prepaid Mobile Service You are attempting to use. For example, if You do not have sufficient Included Value in Your Account to cover the full charges of making a call airtel au will not connect that call.

3.2 Credit Expiry Period

- a) Any Credit You purchase to be added to Your Account will be subject to a Credit Expiry Period.
- b) The Credit Expiry Period may vary for different Prepaid Mobile Offers. If You purchase a Data Add-on, the Credit Expiry Period may be different to the Credit Expiry Period for Your Prepaid Mobile Offer.
- c) The Credit Expiry Period is set out in the Prepaid Mobile Offer You have chosen.
- d) Once Your Credit has expired, You will be able to use Your Prepaid Mobile Service to receive incoming Calls and text for the next 90 days only but You will not be able to make outgoing Calls, text or data sessions.
- e) If airtel au exercises a right to suspend Your Account or any Service provided to You under these Customer Terms, the Credit Expiry Period and the expiry date of Your offer are not affected and will expire as usual on the applicable date (including with the normal forfeiture of included value and included volume on expiry).

3.3 Use of Included Value and Included Data in Your Account

- a) As You use features of the Prepaid Mobile Service, airtel au will deduct Included Value and/or Included Data from Your Account to pay for the Charges which You incur.

3.4 International and Other Add-on

- a) Some usage types on Your Prepaid Mobile Service will not be available unless You purchase the International and Other Add-on. The types of usage that require the PAYG International and Other Add-on depends on your selected Offer and is described in Schedule 2 to these Services Terms.

3.5 Recharging Your Account

- a) You may Recharge Your Account with selected dollar values of Credit offered by airtel au from time to time.



- b) You must Recharge Your Account within 60 days of activating Your Service.
- c) You must Recharge Your Account within 180 days from the date on which Your Credit expired.
- d) When You Recharge Your Account, Your Account will be credited with the Included Value and/or Included Data for the Prepaid Mobile Offer or Data Add-on You select.
- e) If You do not recharge Your Account within 60 days of activating Your Service or 180 days from the date on which Your Credit expired, airtel au reserves the right to Disconnect You from its Prepaid Mobile Service and terminate the Customer Terms in accordance with Clause 6(e). Your mobile phone number will not be available for 365 days after the date Your Prepaid Mobile Service is disconnected.
- f) airtel au offers a number of different Payment Methods to recharge Your Account. You can recharge through the airtel au Mobile website airtel au Mobile App using Your Credit or Debit Card or by purchasing a Recharge Voucher from a participating airtel au store.

3.6 Usage notifications

- a) airtel au or a airtel au Supplier will provide SMS and/or email usage notifications to You when Your use of the Prepaid Mobile Service reaches certain thresholds.
- b) You consent to receive these notifications and agree that these communications are not unsolicited.

4. Other Services

The following services are not available with Your Prepaid Mobile Service:

- a) Premium Services;
- b) transferring Your number to another person.
- c) calls to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456";
- d) Visual Voicemail, 5G coverage; and
- e) any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and sim boxing.

5. Charges

5.1 What are the Charges?



- a) The types of Charges that apply to Your use of the Prepaid Mobile Service are set out in Your Prepaid Mobile Offers and include:
 - (i) Flagfall for Calls You make;
 - (ii) Timed charges for the duration of Calls You make;
 - (iii) Charges for SMS and MMS You send; and
 - (iv) Charges for other services airtel au provides to You.

- b) airtel au will not charge You for any of the following:
 - (i) unsuccessful Calls, SMS and MMS; and
 - (ii) Calls to toll free numbers including 000, 13 25 00 (State Emergency Services), and Calls to Customer Care Self-Service (126 101 from a airtel au Mobile Service).

5.2 How are the Charges calculated?

- a) The Charges You incur for use of the Prepaid Mobile Service and any feature of the Prepaid Mobile Service is calculated in accordance with Your Prepaid Mobile Offer and Clause 7 of the General Terms.
- b) Charges for Your Prepaid Mobile Service may depend on a number of factors, including:
 - a. the Prepaid Mobile Offer You select,
 - b. Your usage of the Prepaid Mobile Service;
 - c. any included Calls, SMS and services and any free, promotional or discounted rates that airtel au may offer from time to time; and
 - d. requests You make to airtel au.
- c) If You require a replacement SIM Card, You will be required to buy a new \$2 SIM Card pack from airtel au. However, if Your SIM Card is faulty, airtel au will replace it at no Charge.

5.3 No bills

- a) You agree that airtel au will not send You any bills, charge records or call usage records in respect of Charges You incur.
- b) If You require airtel au to send You a paper copy of any usage records airtel au may Charge You the fee for this service specified in the Customer Terms or the airtel au website (my.airtel.net.au).

6. Additional airtel au termination rights

In addition to the termination rights set out in Clause 10 of the General Terms, airtel au may, without liability, terminate the Customer Terms that apply to You immediately by notice to You if:



- a) You port Your Mobile Number to another telecommunications service provider;
- b) You use Your SIM Card, or the Prepaid Mobile Service in connection with a SIM Box, whether to terminate, transit, refile, aggregate, facilitate domestic or international traffic over the Mobile Network or otherwise;
- c) You have breached or are suspected of breaching any of your obligations under these Service Terms; or You have not recharged your SIM Card within 120 days.

7. Mobile Numbers

- a) If You do not already have a Mobile Number, airtel au can issue You with a Mobile Number to use with the Prepaid Mobile Service. You may apply for a specific Mobile Number from a pool of mobile numbers available airtel au for no Charge.
- b) Once airtel au has issued you with a Mobile Number and the order has been accepted, you cannot elect to port a number from another carrier as a replacement for the number which has been allocated to you as part of the sign-on process.
- c) airtel au does not confer any ownership, legal interest or goodwill in any Mobile Number issued to You. Subject to Clause 7(c), You are entitled to continue to use any Mobile Number airtel au issues to You.
- d) Where the Telecommunications Numbering Plan allows or airtel au to recover a Mobile Number from You, including where a Mobile Number has been quarantined by airtel au or a airtel au Supplier after Your Account has been placed in a Deactivated State or as otherwise permitted or required under the Telecommunications Numbering Plan, You will not be entitled to recover the Mobile Number. You will not be entitled to recover any Mobile Number that has been quarantined for the duration of the quarantine period, as determined by airtel au or a airtel au Supplier for a period of up to 12 months.
- e) If You would like to change Your Mobile Number You must pay the applicable Charge each time You request a new Mobile Number. If You have received communications of a harassing nature, and You have informed the relevant law enforcement agency of such communications, airtel au will issue You with a replacement Mobile Number for no Charge. However, You may need to provide evidence to airtel au.



- f) If airtel au recovers Your Mobile Number from You in accordance with Clause 7(c), airtel au will issue You with a replacement Mobile Number for no Charge but otherwise has no liability to You.

8. Mobile Number Portability (MNP)

- a) MNP allows You to keep Your existing Mobile Number when You wish to stop using the mobile service provided by Your current telecommunications service provider and take up a new mobile service with a new telecommunications service provider. This process is known as porting and is regulated under various legislation including the MNP Code.
- b) You will be able to port Your Mobile Number from Your current telecommunications service provider to airtel au if that Mobile Number is able to be ported under the Telecommunications Numbering Plan.
- c) airtel au will not Charge You to port Your Mobile Number from Your current telecommunications service provider to airtel au.
- d) If You wish to port Your existing Mobile Number from Your current telecommunications service provider to airtel au, then You must complete the MNP Customer Authorisation Process.
- e) The MNP Customer Authorisation Process can be completed through the airtel au Mobile website or through Customer Care. You will be required to provide Your existing Mobile Number and Your existing account or reference number from Your current telecommunications service provider or Your date of birth. Before we can complete porting of Your existing Mobile Number to airtel au Mobile, You will need to verify that You are authorised to request the porting of Your Mobile Number and that You authorise for the port to take place. We will undertake this confirmation in accordance with relevant industry codes of practice and law. You will also be required to provide an acknowledgement that airtel au has notified You about those matters referred to in Clause 8(g).
- f) You should notify airtel au as soon as possible, if You wish to withdraw Your authority to port Your Mobile Number.
- g) You should be aware that:
 - (i) You may or may not be in an existing contract with Your current telecommunications service provider;
 - (ii) although You have the right to port Your Mobile Number, there may be costs and obligations, including early termination payments, outstanding call and service usage costs and other contractual



- obligations associated with Your current telecommunications service provider and porting Your Mobile Number;
- (iii) any Prepaid credits in Your account with Your current telecommunications service provider may be forfeited; and
 - (iv) The service, including related services such as value added services, associated with the Mobile Number whilst connected to Your current telecommunications service provider may or may not be disconnected from Your current telecommunications service provider and may result in finalisation of Your account for that service.
- h) Whilst airtel au cannot guarantee when or how long it will take to effect a port, airtel au will use reasonable endeavours to ensure the port takes effect as soon as possible, within the Standard Hours of Operation.
- (i) To the maximum extent permitted by law, airtel au is not responsible or liable for:
 - (i) any period of outage of Your Mobile Number or mobile service or Prepaid Mobile Service or any related or ancillary services;
 - (ii) for or in relation to the porting process. except as provided by Clause 14 of the General Terms
- i) If You would like to continue using Your existing device when You port Your Mobile Number to airtel au, You should confirm with airtel au that Your existing mobile handset meets any specifications published airtel au Mobile website and if necessary, arrange to have Your existing mobile handset unlocked or re- programmed from Your current telecommunications service provider.
- j) You may also port Your Mobile Number from airtel au to another telecommunications service provider, if that Mobile Number is able to be ported under the Telecommunications Numbering Plan
- k) If You port Your Mobile Number from airtel au to another telecommunications service provider, You must pay any administrative costs in addition to any early termination charges payable by You.
- l) In accordance with Clause 16 of the General Terms, airtel au may disclose Your Personal Information to other telecommunications service providers in order to effect a port. All information will be disclosed in accordance with the Privacy Policy available on the airtel au Mobile website.
- m) If Your Service is Disconnected or terminated, and You do not port Your Mobile Number in accordance with this Clause 8, airtel au may issue Your



Mobile Number to another customer in accordance with the Telecommunications Numbering Plan.

9. Handset Blocking

- a) You can ask airtel au to:
 - (i) block the use of Your device if it is lost or stolen; or
 - (ii) unblock the use of Your device.
- b) If Your device is blocked, it cannot be used to access Prepaid Mobile Services (except to make calls to emergency 000 or 112 numbers only). Access to the TTY 106 emergency services number may be restricted or unavailable from some blocked devices.
- c) airtel au can block the use of Your compatible device if airtel au reasonably considers that Your compatible device has been lost or stolen. airtel au will use reasonable endeavours to contact You before Your compatible device is blocked.
- d) airtel au may block or continue to block the use of Your compatible device without Your consent if the compatible device has been lost or stolen, even if You prove to airtel au that You have acquired the compatible device in good faith without knowing that it has (or may have) been lost or stolen.
- e) If airtel au blocks Your device, airtel au or a airtel au Supplier may include the International Mobile Equipment Identity (IMEI) number of Your device on a list of blocked IMEI numbers that is available to other Carriers and Carriage Service Providers who may also block Your device on their network.

10. Calling Line Identification

- a) Calling Line Identification (CLI) includes the called party's number, the calling party's number, the date and time of the call, the call's duration and routing. CLI makes possible the provision of a range of products and services to Customers, including Calling Number Display (CND).
- b) CND will allow Your Mobile Number to be displayed on the telephone of the person You are calling if their telephone is CND enabled and You have not asked for CLI to be blocked.
- c) For Calls from overseas or international numbers, You will not be able to see the calling party's CLI.
- d) You may request for Your CLI to be presented or blocked by:
 - (i) making a request that CLI never be presented except when You choose to present it for single calls by dialling 1832, or such other number



as may be in use to allow the presenting of CLI from time to time, before the number being called; or

(ii) making a request that CLI always be presented except when You choose to block CLI for single calls by dialling 1831, or such other number as may be in use to allow the blocking of CLI from time to time, before the number being called.

e) You are entitled to make one such request in any period of 6 months free of Charge. A Charge may apply if You make more than one such request in any 6 months period.

f) If You do not request one of the options above, Your Mobile Number will be presented on the telephone of the person You are calling.

g) You cannot block CLI:

(i) for calls to emergency services;

(ii) when sending SMS and MMS; and

(iii) where CLI is used for billing, call management, credit control or law enforcement purposes.

11. The meaning of terms used in these Service Terms

The meaning of certain words and abbreviations used in these Service Terms are set out below. Other words and abbreviations used in these Service Terms are defined in Clause 18 of the General Terms.

Singular words include the plural equivalent and vice versa.

Grammatical variations of a word defined in the Service Terms have a corresponding meaning.

Where the word "including" is used in these Service Terms, it should be read as "including but not limited to".

Account Management Service means the service provided by airtel au or a airtel au Supplier from time to time to enable You to access Your Account balance information.

Area Code means a set of 2, 3 or 4 digits, beginning with '0', at the start of a Geographic Number, indicating the part of Australia where:

- (a) a customer, to whom the geographic number is issued, is located; or
- (b) a telecommunications service is supplied or operated.



Calling Line Identification means the ability of the receiving handset to determine the Full National Number of the party placing the call.

Calling Number Display or CND means the ability of the receiving handset to display the full national number of the party placing the call and any data stored on that handset which is associated with the full national number that placed the call (also known as 'caller ID').

Calls means calls to and from Your Service to:

- (a) an international number by voice or video;
- (b) the Full National Number of another telephone service where both services are within Australia and the Full National Number dialled is:
 - (i) a ten digit mobile number for a Digital Mobile Service with the prefix '04' or '05';
 - (ii) an eight digit Local Number or ten digit Geographic number (i.e. You are calling a standard fixed line telephone number with or without an Area Code);
 - (iii) six digit numbers starting with '11', '12', '13' or '18';
 - (iv) 12 digit numbers starting with '1800' or '1300';
- (c) call diversions within Australia to Local Numbers, Geographic Numbers or Digital Mobile Service numbers;
- (d) voicemail diversion and retrieval charges (voice and video) within Australia; and
excluding, without limitation:
- (e) service types listed in section 4 as not being available with Your Service;
and
- (f) operator assisted calls;
- (g) reverse charge, information and push-to-talk calls; and
- (h) calls to any special numbers and services (classified by airtel au from time to time).

Data Gifting has the meaning given to it in Cause 3.3(b).

Deactivated State means that an Account has been deactivated, the mobile number associated with it has been quarantined and the end user may no longer access the resupplied Prepaid Mobile Service using it.



Digital Mobile Service means a mobile telephone service or a public mobile telecommunications service supplied by a network using digital modulation techniques.

Flagfall means the initial fixed fee or flag fall for establishing a phone call.

Full National Number means the number associated with a telecommunications service which enables calls and/or SMS to be made to that service from anywhere within Australia. Examples include: a 10 digit Mobile Digital Service number commencing 04 or 014, a Local Number, a Geographic Number, a 6 or 8 digit premium SMS number commencing 19 or 188, the three digit emergency numbers 000, 112 (international for mobile phones) and 106 (teletext).

Geographic Number means the combination of an Area Code and Local Number that enables the caller to telephone the customer or telecommunications services of the Local Number from places with a different area code to that Local Number.

IMEI means the unique International Mobile Equipment Identification number for a mobile device.

Handset Unlocking Code means the unique sequence of numbers and/or letters to be entered into a mobile handset to enable another telecommunications service provider's SIM Card to be used in the mobile handset.

Included Data is defined in Clause 3.1(c). Included Value is defined in Clause 3.1(b).

Local Number (also known as subscriber number) means a set of digits that when dialled, enables the caller to telephone:

- (a) a customer at a place that has the same area code as the caller; or
- (b) a telecommunications service that is supplied or operated at a place that has the same Area Code as the caller.

M2M Use means machine-to-machine use where a device initiates a communication without human interaction and other uses described in the Service Terms or Plan as 'M2M Use'. (For example, a vending machine sending wireless packet data to another machine, or a burglar alarm sending an SMS). It



does not include data communication from a mobile handset that is ancillary to personal use of the handset (such as checking emails).

MMS means Multimedia Messaging Service that includes multimedia objects such as images, audio, video and rich SMS.

MNP Customer Authorisation Process means the process You need to undertake to port Your existing Mobile Number from Your current telecommunications service provider to airtel au, including signing an authorisation form.

MNP Code means the Communications Alliance Industry Code ACIF C570:2009 – Mobile Number Portability. Mobile Number Portability or MNP means the ability to port a mobile telephone number as described in Clause 8.

Prepaid Mobile Offer means the specific offer that You select to use the Prepaid Mobile Service provided by airtel au. Details of currently available offers are listed in Schedules 1 to 3.

MVOIP means voice calls over the IP protocol (VoIP) using a mobile device.

Offer means the specific offer that You select to use the service provided by airtel au
Recharge means the process by which a set denomination of value or volume (or both) is applied against Your Account.

Recharge Voucher means a coupon which when Activated, credits Your Account with Credit equal to the dollar value of the coupon and includes both Prepaid Mobile Offers and Data Add-on.

SIM Box means a voice over internet protocol or fixed-to-mobile gateway device or box containing multiple SIM Cards that enables voice calls to be terminate to fixed and mobile numbers over the Mobile Network.

SIM Card means a subscriber identity module supplied by airtel au to You, which is to be used with a compatible device to enable You to access and use the Prepaid Mobile Service and the Mobile Network;

Starter Pack means a package of goods which includes the SIM Card and information to assist in using the Prepaid Mobile Service. You must purchase a Starter Pack to obtain a Prepaid Mobile Service.

SMSIP means SMS sent or received over an IP network.

Standard Hours of Operation :



Mondays to Fridays, from 09:00AM to 18:00PM

Saturdays from 09:00AM to 19:00PM

After hours to text "assistance" 0466 003 799



airtel au
keeping you connected

Schedule 1 Plans

Short-Term Plans

Plan Name							
Purchase Price							
Validity Period (Days)	30 Days						
Included Data (GB)	6GB	35GB	45GB	65GB	100GB	50GB Full Speed Unlimited 2Mbps Speed	100GB Full Speed Unlimited 2Mbps Speed
Data Bank	Unused Data will rollover into Data Bank when you recharge on the same or higher value Long Expiry Plan before credit expiry. Your Data Bank limit is 200GB and any unused Data over that limit will be forfeited. Data Bank data will be used after you have used all your Included Data.					Not available	
Data Gifting	Not available						
Charging Blocks for data	Rounded up to the nearest 1KB						
Included Value National Calls, SMS, MMS	Unlimited standard national calls, SMS and MMS						
Included value International Voice Calls*	n/a	250 mins	500 mins	500 mins	1000 mins	500 mins	1000 mins
	.n/a		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.				
Exclusions	Premium Calls and SMS Voice call diverts to international numbers Video Calls Calls to 13 or 1223						
	Directory Assistance - \$9.00 per 60 seconds						



airtel au
keeping you connected

Long Term Plans

Purchase Price		
Validity Period (Days)	365 Days	365 Days
Included Data (GB)	100GB	250GB
Data Bank	Not Available	
Data Gifting	Not available	
Charging Blocks for data	Rounded up to the nearest 1KB	
Included Value National Calls, SMS, MMS	Unlimited standard national calls, SMS and MMS, Calls 13 and 1300 numbers and customer care	
Exclusions	Premium Calls and SMS Voice call diverts to international numbers Video Calls Directory Assistance 1223 123 Ask Anything Charging Blocks for data SMS to international mobiles International Voice and SMS	

Endless Data Plans

Purchase Price	
Validity Period (Days)	30 Days
Included Data (GB)	First 100GB at max speed then a speed cap of 2Mbps (megabits/second) will apply until the next recharge.
Data Bank	Not available
Data Gifting	Not available
Charging Blocks for data	Rounded up to the nearest 1KB
Included Value National Calls, SMS, MMS	Unlimited standard national calls, SMS and MMS
	1000 Mins



airtel au
keeping you connected

Included value International Voice Calls*	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.
Exclusions	Premium Calls and SMS Voice call diverts to international numbers Video Calls Calls to 13 or 1223
	Directory Assistance - \$9.00 per 60 seconds

Schedule 2 Add ons

Data Packs

Purchase Price			
Validity Period (Days)	30 Days	30 Days	30 Days
Included Data (GB)	1GB	5GB	10GB
Data Bank	Not available		
Data Gifting	Not available		
Charging Blocks for data	Rounded up to the nearest 1KB		

International Voice Packs

Purchase Price		
Validity Period (Days)	30 Days	30 Days
Included International Mins	250 mins	250 mins
	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



airtel au
keeping you connected

	Occasional Tourist Roaming Pack	Frequent Traveller Roaming Pack
Purchase Price	\$25	\$40
Validity Period (Days)	48 Hours	7 Days
Roaming Data	1GB	2GB
Included Voice	60 mins	90 mins
Included SMS	100 SMS	100 SMS
Countries	China, Fiji Islands, Singapore, Taiwan, UK, Hong Kong, Indonesia, Malaysia, New Zealand, Sri Lanka, Thailand, India, Vietnam, USA, Philippines. And Australia. 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, Philippines, Belgium, Austria, Norway, Hungary, Sri Lanka, Canada, Denmark, Netherlands. and Australia. Includes MMS
Exclusions	<ul style="list-style-type: none">• calls, 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; <p>The International Roaming Pack cannot be used for calls, SMS/MMS or data services originating from Australia.</p>	



airtel au
keeping you connected

Roaming Packs

Schedule 3 PAYG Costs

Domestic

Type	Description	Purchase Price
National Calls	Mobile numbers	\$0.15
National Calls	PSTN/Fixed numbers	\$0.15
National Calls	13/1300 numbers	\$0.15
National Calls	1800 numbers	\$0.00
National Calls	Directory Assistance 1223	\$9.00
National Calls	Calls to IMZI Acct Mgt/Support 126101	\$0.00
National Calls	Diversions (within Australia)	\$0.50
National Calls	Voicemail Deposit within Australia	\$0.15
National Calls	Voicemail Retrieval within Australia	\$0.15
SMS	SMS to Domestic Mobiles	\$0.15
SMS	SMS to International Mobiles	\$0.15
SMS	SMS Delivery Reports to Domestic Mobiles	\$0.00
SMS	SMS Delivery Reports to International Mobiles	\$0.15
SMS	SMS to Domestic IMZI SelfCare/Marketing/TwoWay 126101	\$0.00
MMS	MMS to Domestic Mobiles	\$0.60
MMS	MMS to International Mobiles	\$0.90
Mobile Data	Excess Data Rate (per MB)	\$0.02



airtel au
keeping you connected



airtel au
keeping you connected

International Calls

Country Name	IMZI Retail (inc)
Afghanistan	\$0.90
Albania	\$1.00
Algeria	\$1.06
American Samoa	\$0.35
Andorra	\$0.46
Angola	40.92
Anguilla	\$1.72
Antigua and Barbuda	\$0.75
Argentina	\$0.61
Armenia	\$0.94
Aruba	\$0.66
Ascension	\$5.49
Austria	\$0.43
Azerbaijan	\$0.97
Bahamas	\$0.61
Bahrain	\$0.86
Bangladesh	\$0.10
Barbados	\$0.92
Belarus	\$1.17
Belgium	\$0.50
Belize	\$0.96
Benin Rep	\$1.00
Bermuda	\$0.50
Bhutan	\$0.50
Bolivia	\$0.87
Bosnia and Herzegovina	\$0.78
Botswana	\$0.92
Brazil	\$0.37
British Virgin Islands	\$0.63
Brunei Darussalam	\$0.50
Bulgaria	\$1.04
Burkina Faso	\$1.22
Burundi	\$1.08
Cambodia	\$0.30
Cameroon	\$1.03
Canada	\$0.10



airtel au
keeping you connected

Cape Verde	\$0.66
Cayman Islands	\$1.02
Central African Republic	\$1.22
Chad	\$1.59
Chile	\$0.50
China	\$0.06
Colombia	\$0.55
Comoros	\$1.11
Congo Democratic Republic - Zaire	\$1.24
Cook Islands	\$3.02
Costa Rica	\$0.50
Croatia	\$0.76
Cuba	\$2.10
Cyprus	\$0.50
Czech Republic	\$0.50
Denmark	\$0.45
Diego Garcia - British Indian Ocean Territory	\$6.08
Djibouti	\$1.02
Dominica	\$0.67
Dominican Republic	\$0.41
Ecuador	\$0.93
Egypt	\$0.50
El Salvador	\$0.89
Equatorial Guinea	\$1.45
Eritrea	\$0.97
Estonia	\$1.01
Ethiopia	\$0.97
Faroe Islands	\$1.46
Fiji	\$0.70
Finland	\$0.43
France	\$0.14
French Guiana	\$0.80
Gabon	\$1.19
Gambia	\$2.42
Georgia	\$0.97
Germany	\$0.10
Ghana	\$0.71
Gibraltar	\$0.90
Greece	\$0.43
Greenland	\$1.44



airtel au
keeping you connected

Grenada	\$0.97
Guadeloupe	\$0.64
Guam	\$0.41
Guatemala	\$0.87
Guinea	\$1.17
Haiti	\$0.98
Honduras	\$0.92
Hong Kong	\$0.08
Hungary	\$0.35
Iceland	\$0.66
India	\$0.06
Indonesia	\$0.10
Iran	\$0.61
Iraq	\$0.66
Ireland	\$0.10
Israel	\$0.40
Italy	\$0.43
Ivory Coast	\$1.03
Jamaica	\$0.68
Japan	\$0.10
Jordan	\$0.62
Kazakhstan	\$0.87
Kenya	\$0.59
Kiribati	\$3.89
Korea North	\$1.59
Korea South	\$0.09
Kuwait	\$0.50
Kyrgyzstan	\$0.90
Laos	\$0.50
Latvia	\$0.77
Lebanon	\$0.45
Lesotho	\$1.19
Liberia	\$1.23
Libya	\$1.01
Liechtenstein	\$0.71
Lithuania	\$1.04
Luxembourg	\$0.50
Macedonia	\$0.85
Madagascar	\$1.70
Malawi	\$1.37



airtel au
keeping you connected

Malaysia	\$0.06
Maldives	\$2.37
Mali	\$1.02
Malta	\$0.45
Marshall Islands	\$1.05
Mauritania	\$1.54
Mauritius	\$0.60
Mayotte	\$1.02
Mexico	\$0.50
Micronesia	\$1.49
Moldova	\$0.94
Monaco	\$1.10
Mongolia	\$0.50
Montenegro	\$1.10
Montserrat	\$1.44
Morocco	\$1.28
Mozambique	\$1.02
Myanmar	\$0.95
Namibia	\$0.92
Nauru	\$3.82
Nepal	\$0.44
Netherlands	\$0.43
New Caledonia	\$0.71
New Zealand	\$0.10
Nicaragua	\$0.49
Niger	\$0.92
Nigeria	\$0.50
Niue Island	\$4.42
Norfolk Island	\$3.07
Northern Mariana Islands	\$0.50
Norway	\$0.43
Oman	\$0.76
Pakistan	\$0.34
Palau	\$1.28
Palestine	\$0.68
Panama	\$0.61
Papua New Guinea	\$2.50
Paraguay	\$0.50
Peru	\$0.50
Philippines	\$0.35



airtel au
keeping you connected

Poland	\$0.44
Portugal	\$0.50
Puerto Rico	\$0.34
Qatar	\$0.91
Reunion Is	\$0.97
Romania	\$0.54
Russia	\$0.41
Rwanda	\$1.02
Saint Helena	\$4.69
Saint Lucia	\$0.93
Saint Pierre and Miquelon	\$1.06
Saint Vincent and the Grenadines	\$0.94
Samoa	\$2.74
San Marino	\$0.71
Sao Tome and Principe	\$3.37
Saudi Arabia	\$0.40
Senegal	\$1.02
Serbia	\$0.82
Seychelles	\$1.55
Sierra Leone	\$1.51
Singapore	\$0.06
Slovak Republic	\$0.44
Slovenia	\$1.04
Solomon Islands	\$3.02
Somalia	\$1.12
South Africa	\$0.43
South Sudan	\$1.33
Spain	\$0.43
Sri Lanka	\$0.42
Sudan	\$0.87
Suriname	\$0.81
Swaziland	\$0.92
Sweden	\$0.43
Switzerland	\$0.43
Syria	\$0.71
Taiwan	\$0.10
Tajikistan	\$0.88
Tanzania	\$1.11
Thailand	\$0.08
Tokelau	\$5.75



airtel au
keeping you connected

Tonga	\$2.96
Trinidad and Tobago	\$0.66
Tunisia	\$2.25
Turkey	\$0.43
Turkmenistan	\$0.86
Turks and Caicos Islands	\$0.94
Tuvalu	\$4.28
UAE	\$0.50
Uganda	\$1.02
UK	\$0.10
Ukraine	\$0.65
Uruguay	\$0.62
US Virgin Islands	\$0.77
USA	\$0.06
Uzbekistan	\$0.75
Vanuatu	\$2.71
Vatican City - Holy See	\$0.20
Venezuela	\$0.50
Vietnam	\$0.17
Wallis and Futuna	\$1.88
Yemen	\$0.89
Zambia	\$1.28
Zimbabwe	\$1.12

Roaming

Type	Description	Purchase Price				
		Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Voice Calls	Make and receive call (per min)	\$1.00	\$2.00	\$4.00	\$5.00	\$10.00
Voice Calls	Access Voice Mail 121 (per min)	\$1.00	\$2.00	\$4.00	\$4.00	\$4.00
Voice Calls	Call Support 126 101 (per min)	\$1.00	\$2.00	\$4.00	\$4.00	\$4.00
SMS	SMS to AU	\$0.50	\$1.00	\$1.00	\$2.00	\$3.00
SMS	SMS to a non-AU	\$0.50	\$1.00	\$1.00	\$2.00	\$3.00
SMS	Receive SMS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
SMS	Delivery Report	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
MMS	MMS to AU	\$0.75	\$1.50	\$1.50	\$3.00	\$4.50
MMS	MMS to non-AU	\$0.75	\$1.50	\$1.50	\$3.00	\$4.50
Data	GPRS/3G Data (per MB)	\$0.50	\$1.00	\$3.00	\$5.00	\$15.50



airtel au
keeping you connected

Data	Send/Receive MMS (per MB)	\$0.50	\$1.00	\$15.50	\$15.50	\$15.50
-------------	----------------------------------	--------	--------	---------	---------	---------