

Section 3 – Description of Service Features and Charges

This part of this Agreement describes the features of the Service and sets out the Charges which apply to use of each feature of the Service.

This description is in 10 parts:

| Part | Title |
|------|------------------------------|
| 1 | Access |
| 2 | Voice Calls |
| 3 | TXT |
| 4 | Data Services |
| 5 | Video Calling |
| 6 | Special Services |
| 7 | Value-Added Services |
| 8 | Roaming |
| 9 | Miscellaneous |
| 10 | Vodafone Globalstar Services |

Part 1 – Access

| Access | Charges if You Post Pay | Charges if You Prepay |
|--|--|--|
| Access to the Vodafone Network requires you to be connected and to have an Approved Standard Mobile Device which is used in conjunction with Your SIM Card via Your Mobile Phone and the use of Your SIM Card. | Refer to Your selected Call Plan in Section 4 of this Agreement for details. | Refer to your selected Call Plan in Section 4 of this Agreement for details. |

Part 2 – Voice Calls

| Type of Voice Calls | Charges if You Post Pay | Charges if You Prepay |
|--|--|---|
| (a) Standard Calls | | |
| <p>Make voice calls from Your Mobile Phone to, and receive voice calls to Your Mobile Phone from:</p> <ul style="list-style-type: none"> ▪ any other mobile phone connected to any public mobile telecommunications network in Australia; and ▪ any fixed line phone connected to any public fixed line telecommunications network in Australia <p>other than:</p> <ul style="list-style-type: none"> ▪ International Calls (see the rates below); ▪ calls to Special Numbers (see rates below) ▪ Video Calls (see Part 5 below); ▪ calls You make to access Special Services (see Part 6 below); ▪ calls You make to access Value-Added Services (see Part 7 below); and ▪ calls You make when You Roam on the mobile telecommunications networks of other carriers in Australia and overseas (see Part 8 below). | <p>You will be charged at the rates set out in Your Call Plan for each of these types of calls (Standard Calls) You make which are actually connected. For example, there is no charge for calls to an engaged number. However, please note that calls connected to a recorded message announcing that the number has been temporarily disconnected or that the call cannot be completed are connected calls and will be charged.</p> <p>Depending upon Your Call Plan, these types of calls will be charged at either:</p> <ul style="list-style-type: none"> ▪ one-second intervals; or ▪ 30 or 60 second intervals (rounded up to the nearest interval). <p>You may also be charged a connection fee (flagfall), that is, an amount which You will be charged for connection of the call in addition to</p> | <p>You will be charged at the rates set out in Your Call Plan for each of these types of calls (Standard Calls) You make which are actually connected. For example, there is no charge for calls to an engaged number. However, please note that calls connected to a recorded message announcing that the number has been temporarily disconnected or that the call cannot be completed are connected calls and will be charged.</p> <p>Depending upon Your Call Plan, these types of calls will be charged at either:</p> <ul style="list-style-type: none"> ▪ one-second intervals; or ▪ 30 or 60 second intervals (rounded up to the nearest interval). <p>You may also be charged a connection fee (flagfall), that is, an amount which You will be charged for the connection of the call in addition</p> |

| Type of Voice Calls | Charges if You Post Pay | Charges if You Prepay |
|--|---|--|
| | an amount charged in respect of the duration of the call. | to an amount charged in respect of the duration of the call. |
| (b) International Calls | | |
| <p>Make voice calls from Your Mobile Phone to:</p> <ul style="list-style-type: none"> ▪ any mobile phone connected to any public mobile telecommunications network overseas; and ▪ any fixed line phone connected to any public fixed line telecommunications network overseas. <p>Unless You are on a Vodafone red SIM Call Plan, You will need to seek Vodafone's approval before this service is activated. If You are on a Vodafone red SIM Call Plan, this service is automatically activated from when You connect to the Service.</p> | <p>You will be charged for these types of calls You make which are actually connected, at rates which vary by Call Plan, call type and destination. There is no charge for receiving these types of calls (unless You are Roaming).</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific call rates.</p> | <p>You will be charged for these types of calls You make which are actually connected, at rates which vary by call type and destination. There is no charge for receiving these types of calls (unless You are Roaming).</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific call rates.</p> <p>Access to International Calling may be limited if You Prepay. You may need (or choose) to purchase an Extras Pack.</p> |
| (c) Calls to Special Numbers | | |
| If You have Vodafone's approval You may call: | Go to www.vodafone.com.au or phone Customer Care for information about specific call rates if not listed below. | |
| <ul style="list-style-type: none"> ▪ 011, 0103, 1225 and 1245 | <p><i>Call Plans other than Corporate and Government Call Plans: \$1.65 per call (+ connection fee and Standard Call rate applicable to Your Call Plan if you are through connected).</i></p> <p><i>Corporate and Government Call</i></p> | \$0.50 per call (+ connection fee and Standard Call rate applicable to Your Call Plan if you are through connected). |

| Type of Voice Calls | Charges if You Post Pay | Charges if You Prepay |
|--|--|---|
| | <p><i>Plans:</i> 44c per call (+ connection fee and the Standard Call rate applicable to Your Call Plan if you are through connected).</p> | |
| <ul style="list-style-type: none"> ▪ '13' numbers | <p>Unless otherwise specified in Your Call Plan, You will be charged the Standard Call rate applicable to Your Call Plan.</p> | <p>Unless otherwise specified in Your Call Plan, You will be charged the Standard Call rate applicable to Your Call Plan.</p> |
| <ul style="list-style-type: none"> ▪ '15' numbers | <p>1505 and 1555: Free from Your Mobile Phone (unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts, where these calls will be considered Pay for Service Calls and in relation to which a flat fee of \$2.50 applies to all enquiries not related to bills, charges or billing services made to a Customer Care agent (disabled customers excepted)).</p> <p>All other '15' numbers: Rates vary by call type.</p> | <p>1505 and 1555: Free from Your Mobile Phone.</p> <p>Charges may apply from October 2008 – see vodafone.com.au for updates.</p> <p>All other '15' numbers: Rates vary by call type.</p> |
| <ul style="list-style-type: none"> ▪ '18' numbers | <p>Postpay Plans (other than and MyBusiness Caps for Apple® iPhone™ 3G) from July 2008 onward:</p> <p>Calls to 1800 numbers will be a Standard Call.</p> | <p>Unless otherwise specified in Your Call Plan, You will be charged the Standard Call rate applicable to Your Call Plan.</p> |

| Type of Voice Calls | Charges if You Post Pay | Charges if You Prepay |
|--|---|--|
| | <p>Postpay Plans prior to July 2008 and MyBusiness Caps for Apple® iPhone™ 3G</p> <p>Unless otherwise specified in Your Call Plan, You will be charged the Standard Call rate applicable to Your Call Plan.</p> | |
| <ul style="list-style-type: none"> ▪ if You have appropriate equipment, maritime and satellite services | <p>Rates vary by call type and destination.</p> | <p>Rates vary by call type and destination.</p> |
| <ul style="list-style-type: none"> ▪ remote services | <p><i>Call Plans other than Globalstar Call Plans:</i> Rates vary by call type and Your Call Plan</p> <p><i>Globalstar Call Plans:</i> In GSM mode, rates vary by call type and Your Call Plan. In satellite mode, calls are charged at the GSM peak rate plus applicable satellite call rates.</p> | <p>Rates vary by call type and Your Call Plan.</p> |
| <ul style="list-style-type: none"> ▪ Pay for Service Calls includes calls to a Customer Care agent, where regardless of which number you call, if you are Connected to the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts, a fee applies. | <p>A flat fee of \$2.50 applies to all enquiries not related to bills, charges or billing services (disabled customers excepted).</p> | <p>Charges may apply from October 2008 – see vodafone.com.au for updates.</p> |

Part 3 – TXT

| TXT Messaging | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <p>Send TXT messages from Your Mobile Phone to, and receive TXT messages to Your Mobile Phone from:</p> <ul style="list-style-type: none"> ▪ any other mobile phone connected to a public mobile telecommunications network in Australia (Standard TXT); and ▪ any mobile phone connected to certain mobile telecommunications networks overseas, the supplier of which, We have arrangements with to enable the sending and receiving of TXT messages (International TXT). <p>This Part 3 does not apply to:</p> <ul style="list-style-type: none"> ▪ TXT delivery status reports (see Part 6 below); ▪ Premium Services (see Part 6 below); and ▪ Vodafone live! services and SIM Toolkit Services (see Part 7 below). <p>Go to www.vodafone.com.au or phone Customer Care for information about overseas mobile telecommunications network suppliers with whom We have arrangements for sending and receiving TXT messages.</p> | <p>Unless Your Call Plan states otherwise, You will be charged 25c per TXT message of 160 characters You send (regardless of whether the TXT message is actually received by the person to whom You are sending it). If one message is more than 160 characters each additional character will form part of a new message up to a maximum of 154 characters per subsequent message.</p> <p><i>Globalstar Call Plans:</i> If You are a Globalstar Customer, in satellite mode, You will be charged 36c per TXT unless Your Call Plan states otherwise.</p> | <p>Unless Your Call Plan states otherwise, You will be charged 25c per TXT message of 160 characters You send (regardless of whether the TXT message is actually received by the person to whom You are sending it). If one message is more than 160 characters each additional character will form part of a new message up to a maximum of 154 characters per subsequent message.</p> |

Part 4 – Data Services

| Data Services | Charges if You Post Pay | Charges if You Prepay |
|--|--|---|
| <p>Access Mobile Internet content (Internet On Your Mobile) (excluding Vodafone live! browsing), office network and compatible mobile email services using GPRS Services and/or UMTS Services. Access to Data Services may not be included in Your Call Plan.</p> <p>Note:</p> <ul style="list-style-type: none"> You will need a GPRS Capable Phone and GPRS enabled SIM Card and/or a UMTS Capable Phone and UMTS enabled SIM Card. If you have a UMTS Capable Phone and UMTS enabled SIM Card You can also use the GPRS Services but if You have only a GPRS Capable Phone and GPRS enabled SIM Card You cannot use the UMTS Services. The UMTS Services are only available in UMTS Coverage Areas. You will experience seamless handover between UMTS Services and the GPRS Services however there may be some impact on the services you are accessing due to the different capabilities of the GPRS Network and the UMTS Network. In particular, if you are accessing a service which requires the UMTS Service and you move out of the UMTS Coverage Area, you may experience service degradation. Vodafone live! chat is excluded from Mobile Internet and will be charged separately. | <p>Unless Your Call or Data Plan states otherwise, You will be charged at the Pay As You Go rates set out in Section 4 for any Data Services You use and data You send or receive.</p> <p>When using Data Services while Roaming internationally:</p> <p>Unless You are connected to a Roaming Data Bundle (see Sections 1&2 and Section 4 for details), You will be charged 1c per KB for any data You send or receive (with a 1KB increment subject to a minimum charge for 10KB each time You connect to Data Services.</p> <p>When using Data Services while Roaming nationally:</p> <p>Currently not available.</p> | <p>Unless Your Call Plan states otherwise, You will be charged at the Pay As You Go rates set out in Section 4 for any Data Services You use and data You send or receive.</p> <p>When using Data Services while Roaming internationally:</p> <p>Unless You are connected to a Roaming Data Bundle (see Sections 1&2 and Section 4 for details), You will be charged 5c per KB for any data You send or receive (with a 1KB increment) subject to a minimum charge for 10KB each time You connect to Data Services.</p> <p>When using Data Services while Roaming nationally:</p> <p>Currently not available.</p> |

Part 5 – Video Calling

| Video Calling | Charges if You Post Pay | Charges if You Prepay |
|--|--|--|
| (a) Standard Video Calls | | |
| <p>A Video Call is a call between two participants where the participants communicate audio-visually.</p> <p>If you have a UMTS Capable Phone and a UMTS enabled SIM Card and are in a UMTS Coverage Area you can make a Standard Video Call to a person who also has a UMTS Capable Device and a UMTS enabled SIM Card and is in a UMTS Coverage Area. This capability includes Video Calling customers of other carriage service providers.</p> <p>Note:</p> <ul style="list-style-type: none"> • If one of the parties involved in a Video Call moves out of a UMTS Coverage Area the Video Call will cease and there will be no handover to a Voice Call. • You cannot put a Video Call on hold to take another incoming call. • If you are an On Account or Contract customer you can divert your Video Calls to another UMTS Capable Device. • If you are Video Calling another person who is already on a call, you cannot leave a video mail message but you can leave a voicemail message. • Video Calling must be added to your account and You must be on an appropriate Call Plan. • Video Calling is not available on the Apple® iPhone™ 3G or Apple® iPhone™ 3G S devices. | <p>Unless your call Plan specifies otherwise, You will be charged at 1.5 times the Standard Call rate set out in Your Call Plan for each Standard Video Call that you make which is actually connected.</p> <p>Video Calls will be charged at either:</p> <ul style="list-style-type: none"> ▪ one-second intervals; or ▪ 30 or 60 second intervals (rounded up to the nearest interval). <p>You may also be charged a connection fee (flagfall), that is, an amount which You will be charged for connection of the Video Call in addition to an amount charged for the duration of the Video Call.</p> | <p>Unless your call Plan specifies otherwise, You will be charged at 1.5 times the Standard Call rate set out in Your Call Plan for each Standard Video Call that you make which is actually connected.</p> <p>Video Calls will be charged at either:</p> <ul style="list-style-type: none"> ▪ one-second intervals; or ▪ 30 or 60 second intervals (rounded up to the nearest interval). <p>You may also be charged a connection fee (flagfall), that is, an amount which You will be charged for connection of the Video Call in addition to an amount charged for the duration of the Video Call.</p> |

| Video Calling | Charges if You Post Pay | Charges if You Prepay |
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| | | |
| (b) International Video Calls | | |
| <p>If you have the capability to make Video Calls, You can make Video Calls to, and receive Video Calls from any video calling capable mobile phone connected to any compatible public mobile telecommunications network overseas.</p> | <p>You will be charged for International Video Calls You make which are actually connected, at rates which vary by destination. There is no charge for receiving Video Calls (unless You are Roaming).</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific International Video Call rates.</p> | <p>You will be charged for International Video Calls You make which are actually connected, at rates which vary by destination. There is no charge for receiving Video Calls (unless You are Roaming).</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific International Video Call rates.</p> |

Part 6 – Special Services

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|--|--|--|
| <p>1. Customer Care</p> | | |
| <p>Our Customer Care representatives are available 24 hours a day, 365 days a year for Your general service and account enquiries.</p> <p>If You are a Prepay Customer, phone 1555 from Your Mobile Phone.</p> <p>If You are a Post Pay Customer, phone 1555 from Your Mobile Phone.</p> | <p>Free (unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts Plans, where calls on any line to Customer Care agents not related to bills, charges or billing services are charged at a flat rate of \$2.50 (disabled customers excepted))</p> | <p>Charges may apply from October 2008 – see vodafone.com.au for updates.</p> |
| <p>2. Operator Services</p> | | |
| <p>(a) 1-2-3 Ask Us Anything</p> | | |
| <p>If You dial 123 from Your Mobile, a Vodafone assistant will endeavour to provide You with any information You need or give You directions to an address in any Australian capital city and some major regional areas. Your ability to be connected to 123 is subject to the capabilities of Your Mobile Phone and other requirements which We may impose under this Agreement. Access to 123 may not be included in Your Call Plan.</p> | <p>Rates vary by Call Plan. Refer to Your Call Plan in section 4 of this Agreement for details.</p> | <p>Rates vary by Call Plan. Refer to Your Call Plan in section 4 of this Agreement for details.</p> |
| <p>(b) 1223 Directory Assistance and THRUConnect</p> | | |
| <p>By dialling 1223 or 013 from Your Mobile Phone when in Australia or +61 414 123 123 from Your Mobile Phone when overseas, the operator will look</p> | <p>Rates vary by Call Plan. Refer to Your Call Plan in section 4 of this</p> | <p>Rates vary by Call Plan. Refer to Your Call Plan in section 4 of this</p> |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|-----------------------------------|
| <p>up any domestic (Australian) number.</p> <p>The operator will offer to connect the call straight through (i.e. THRUConnect). If you choose this option, no redialling is necessary.</p> | <p>Agreement for details.</p> <p><i>Corporate and Government Call Plans:</i> Dialling 013 costs 44c. You will then be charged the connection fee and Standard Call rate applicable to Your Call Plan for the call which is through connected.</p> | <p>Agreement for details.</p> |
| <p>(c) Calls to emergency services</p> | | |
| <p>By dialling 000 from Your Mobile Phone when in Australia or 112 from Your Mobile Phone when anywhere in the world, You will be connected straight to emergency services.</p> | <p>Free</p> | <p>Free</p> |
| <p>(d) Network problem reporting</p> | | |
| <p>To report any difficulties or faults with the Vodafone Network dial 125 000 from Your Mobile Phone during our business hours.</p> | <p>Free</p> | <p>Charges vary by Call Plan.</p> |
| <p>3. INtouch Services</p> | | |
| <p>INtouch services are a suite of answering and message services which You access from Your Mobile Phone. For assistance with any of these services, dial 1555* from Your Mobile Phone.</p> <p>*1555 is a free call unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts, where calls on any line to Customer Care agents not related to bills, charges or billing services are charged at a flat rate of \$2.50 (disabled customers excepted).</p> | <p>Free</p> | <p>Free</p> |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|---|--|--|
| <p>INtouch services include:</p> | | |
| <p>(a) Voicemail</p> | | |
| <p>DEFAULT: As soon as You are in a Mobile Coverage Area, a TXT message will be sent to Your Mobile Phone to let You know You have new voicemail messages.</p> <p>Alternatively, by dialling 121, a personalised voicemail message service can be activated to take messages for You if You are unable to take a call.</p> <p>There are 2 methods of retrieving voicemail messages:</p> <p>(1) You can dial 121 to retrieve any new voicemail messages; or</p> <p>(2) Ring Alert - as soon as You are in a Mobile Coverage Area, the voicemail message service will call You to let You know You have new voicemail messages.</p> <p>Voicemail can store up to 20 messages of up to five minutes per message. Played messages will be automatically saved for seven days with ability to re-save again. Unplayed messages will automatically be deleted after seven days.</p> | <p>Unless otherwise specified in Your Call Plan, You will be charged the connection fee and Standard Call rate applicable to Your Call Plan.</p> <p>Voicemail retrieval is free if You choose the Ring Alert option.</p> | <p>Unless otherwise specified in Your Call Plan, You will be charged the connection fee and Standard Call rate applicable to Your Call Plan.</p> <p>Voicemail retrieval is free if You choose the Ring Alert option.</p> |
| <p>(b) CALLScreen</p> | | |
| <p>By dialling 122, an answering service/paging system is activated with the assistance of a Vodafone operator, which allows You to divert incoming calls to a Vodafone operator, who takes a message on Your behalf. The Vodafone operator will then send a text message, of up to 160 characters, to Your Mobile Phone.</p> | <p><i>Call Plans other than Corporate and Government Call Plans:</i> You will be charged a flat fee of:</p> <ul style="list-style-type: none"> ▪ 5.5c if the diverted call is 10 seconds or less; or ▪ 99c if the diverted call is over 10 | <p>Not available.</p> |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|---|--|-----------------------|
| | <p>seconds</p> <p><i>Corporate and Government Call Plans:</i> You will be charged a flat fee of:</p> <ul style="list-style-type: none"> • 0c if the diverted call is 10 seconds or less; or • 66c if the diverted call is over 10 seconds. | |
| (c) CALLidentity | | |
| <p>This default service allows You to:</p> <ul style="list-style-type: none"> ▪ identify an incoming caller by his/her phone number before You answer the call; and ▪ send Your mobile phone number when You make a call. <p>To de-activate the service dial 1555*. To de-activate on a call-by-call basis dial 1831 before the called number. You may also be able to activate or de-activate the service through a function on Your Mobile Phone, if it has the necessary technical capability.</p> <p>*1555 is a free call unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the Sim Only Cap Contracts, where calls on any line to Customer Care agents not related to bills, charges or billing services are charged at a flat rate of \$2.50 (disabled customers excepted).</p> | Free | Free |
| (d) CALLwait and CALLhold | | |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|--|--|--|
| These services allow You to switch between calls by using commands on Your Mobile Phone keypad. | Free | Free |
| (e) Call Forwarding | | |
| This service diverts incoming calls to another mobile phone connected to the Vodafone Network or a fixed line telephone within Australia. | <p><i>Call Plans from August 2004 onwards:</i> You will be charged the connection fee and Standard Call rate applicable to Your Call Plan.</p> <p><i>Call Plans prior to August 2004: 7.7c</i> for each 30 seconds of the diverted call or part thereof.</p> | Not available |
| (f) Call Barring | | |
| This service is a security option which allows incoming and/or outgoing calls to be barred. To activate this service, phone Customer Care. | Free | Free |
| (g) Call Conference | | |
| This service enables You to initiate a conference call and call multiple parties to join the conference call. A maximum of 8 parties may participate in a conference call, depending upon the model of Your Mobile Phone and its conference call support features. | You will be charged the connection fee and Standard Call rate applicable to Your Call Plan per each person connected to the conference call. | Not available. |
| 4. Premium Services | | |
| Send and receive TXT or multimedia premium messages from third party suppliers. There are different types of Premium Services, including: | You will be charged for each of these types of messages You send and/or receive at rates disclosed to You by | You will be charged for each of these types of messages You send and/or receive at rates disclosed to You by |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <ul style="list-style-type: none"> ▪ TXT voting and competitions; ▪ TXT Mobile content; and ▪ TXT subscriptions. <p>Premium Services are not available on the Apple® iPhone™.</p> | <p>the third party suppliers.</p> <p>If You accidentally call a number instead of sending a TXT or multimedia message to the number, You will be charged the connection fee and Standard Call rate applicable to Your Call Plan or the rate specified in Part 2 above if the call is to a Special Number.</p> | <p>the third party suppliers.</p> <p>Access to Premium Services may be limited if You Prepay. You may need (or choose) to purchase an Extras Pack.</p> <p>If You accidentally call a number instead of sending a TXT or multimedia message to the number, You will be charged the connection fee and Standard Call rates applicable to Your Call Plan or the rate specified in Part 2 above if the call is to a Special Number.</p> |
| <p>5. TXT delivery status reports</p> | | |
| <p>You can set up Your Mobile Phone (usually via its "Messages" menu) to request that You be sent a TXT message confirming whether each TXT message You have sent has been delivered.</p> | <p>5c per each delivery status report sent to Your Mobile Phone.</p> | <p>5c per each delivery status report sent to Your Mobile Phone.</p> |
| <p>6. Parental Lock</p> | | |
| <p>From 2007 in order to comply with its obligations under the <i>Telecommunications Service Provider (Mobile Premium Services) Determination 2005 (No. 1)</i>, Vodafone will lock all customer accounts using the Parental Lock, as defined in Section 1 Dictionary of this Agreement, to restrict access to Prohibited Content, as defined in Section 1 Dictionary of this Agreement, to those customers over the age of 18 years.</p> <p>If You can verify that You are over the age of 18, You will be able to remove/unlock the Parental Lock using a self-service method, Customer</p> | | |

| Special Service | Charges if You Post Pay | Charges if You Prepay |
|---|-------------------------|-----------------------|
| <p>Care or in-store. All methods will require You to go through an age verification process using a valid credit card or age identification card. In order to ensure that Your credit card account details are correct and active, We will take a \$1 test payment from Your credit card account (which will be immediately refunded to Your credit card account) when You first go through the age verification process. The onus will be on the credit card holder to ensure the credit card is used lawfully. If You have multiple connections, You will also need to enter Your account level password. It may take up to 24 hours to remove the Parental Lock from Your account.</p> <p>Self service options will be via My Vodafone and Vodafone live! If You wish to remove the Parental Lock via My Vodafone, You should login using your user name and password and then follow the Parental Lock prompts. If You attempt to access Prohibited Content whilst the Parental Lock is in operation, You will be directed to unlock the Parental Lock via Vodafone live! and You should then follow the Parental Lock prompts in order to remove/unlock the Parental Lock.</p> <p>If You wish to remove the Parental Lock via Customer Care, please call 1555* and You will be taken through the age verification process. Once You have completed this process the Parental Lock will be removed.</p> <p>If You wish to remove the Parental Lock in-store, You will need to provide Your account password and produce an age identification card and You will be taken through the age verification process. Once You have completed this process the Parental Lock will be removed.</p> <p>*1555 is a free call unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts where calls on any line to Customer Care agents not related to bills, charges or billing services are charged at a flat rate of \$2.50 (disabled customers excepted).</p> | | |

Part 7 – Value-Added Services

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|---|--|---|
| (a) Fax & Data Service | | |
| <p>Send faxes from a fax machine connected to Your Fax & Data Capable Phone, or data from a compatible device connected to Your Fax & Data Capable Phone.</p> <p>You can request access to the Fax & Data Service by phoning Customer Care.</p> <p>Fax & Data Services are not available using Our UMTS/3G Network.</p> | <p>You will be charged:</p> <ul style="list-style-type: none"> ▪ a \$33 connection fee when You request and We provide You access to our Fax & Data Service; ▪ a \$5.50 access fee per month; and ▪ call rates vary by Call Plan for data You send or receive via the Fax & Data Service. | <p>Not applicable.</p> |
| (b) PXT[®] and Video PXT[®] | | |
| <p>PXT[®]: Send digital photos using Your PXT Capable Phone to any PXT Capable Phone or email address. If you have a PXT Capable Phone You can also receive digital photos from any PXT Capable Phone or email address.</p> <p>Video PXT[®]: Send audio visual (video) messages using Your Video PXT Capable Phone to any Video PXT Capable Phone or email address. If You have a Video PXT Capable Phone You can also receive audio visual (video) messages from any Video PXT Capable Phone or email address.</p> | <p>Standard and International PXT[®]: 50c for each PXT You send.</p> <p>Standard and International Video PXT[®]: 75c for each Video PXT You send.</p> | <p>Standard and International PXT[®]: 50c for each PXT You send.</p> <p>Standard and International Video PXT[®]: 75c for each Video PXT You send.</p> |
| (c) Vodafone live! | | |
| <p>Access a range of information and entertainment mobile services on the Vodafone live! portal using Your Vodafone live! Capable Phone, including Vodafone Email, PXT, Video PXT, full track music downloads, video downloads and streaming, arcade-style games, polyphonic ringtones,</p> | <p>You will not be charged for browsing on the Vodafone live! portal.</p> <p>However, You will be charged</p> | <p>You will not be charged for browsing on Vodafone live! portal.</p> <p>However, You will be charged</p> |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <p>backgrounds, and Vodafone email.</p> <p>Note: Vodafone live! uses both GPRS Services and UMTS Services and some Services offered on the Vodafone live! portal are only available when you have a UMTS Capable Phone and a UMTS enabled SIM Card and are in a UMTS Coverage Area. Vodafone live! is not available on Apple® iPhone™.</p> <p>Go to www.vodafone.com.au or phone Customer Care for further details about the features available under Vodafone live!</p> | <p>separately for each item You purchase from the Vodafone live! portal. You will be told the purchase price of each Vodafone live! item prior to You agreeing to purchase it.</p> <p>Vodafone Email: \$6.00 per month for each monthly subscription with no limits on the amount of emails You can send or receive.</p> <p>Vodafone live! Chat: You will be charged \$1 for every 5 minutes (or part thereof) that you spend connected to Vodafone live! Chat.</p> <p>If You discard a Vodafone live! item You have downloaded, You will still be charged for downloading the item.</p> <p>If Your connection to a Vodafone live! site is broken during a download, You will still be charged for the item You were downloading. You can complete the download by reconnecting to the site. You will not be charged the purchase price again for downloading the item if You reconnect to the site within an hour after being disconnected.</p> <p>If You subscribe to weekly or monthly subscriptions, You will continue to have access to the subscription and will be charged every week or month for the subscription until You cancel the subscription. You may cancel Your subscription by contacting Customer Care by phoning contact</p> | <p>separately for each item You purchase from the Vodafone live! portal. You will be told the purchase price of each Vodafone live! item prior to You agreeing to purchase it.</p> <p>Vodafone Email: \$6.00 per month for each monthly subscription with no limits on the amount of emails You can send or receive.</p> <p>Vodafone live! Chat: You will be charged \$1 for every 5 minutes (or part thereof) that you spend connected to Vodafone live! Chat.</p> <p>If You discard a Vodafone live! item You have downloaded, You will still be charged for downloading the item.</p> <p>If Your connection to a Vodafone live! site is broken during a download, You will still be charged for the item You were downloading. You can complete the download by reconnecting to the site. You will not be charged the purchase price again for downloading the item if You reconnect to the site within an hour after being disconnected.</p> <p>If You subscribe to weekly or monthly subscriptions, You will continue to have access to the subscription and will be charged every week or month for the subscription until You cancel the subscription. You may cancel Your subscription by contacting Customer Care by phoning contact</p> |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|-----------------------------|---|--|
| | <p>1555* from Your Mobile Phone or 1300 650 410 from any phone.</p> <p>*1555 is a free call unless You are on the \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts, where calls on any line to Customer Care agents not related to bills, charges or billing services are charged at a flat rate of \$2.50 (disabled customers excepted).</p> | <p>1555* from Your Mobile Phone or 1300 650 410 from any phone.</p> <p>*Charges may apply to call 1555 from October 2008 – see vodafone.com.au for updates.</p> <p>Access to Vodafone live! services may be limited if You Prepay. You may need (or choose) to purchase an Extras Pack.</p> |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <p>(d) TXT- based Information and Entertainment Services (SIM Toolkit)</p> | | |
| <p>Access a range of TXT - based Information and Entertainment Services through our SIM Toolkit on Your SIM Toolkit SIM Card using Your SIM Toolkit Capable Handset.</p> <p>SIM Toolkit (STK) Services can be ordered via the web, by calling a designated number or through commands using your SIM Toolkit Capable SIM Card and SIM Toolkit Capable Handset. Depending on the SIM Toolkit Service requested, Services are available as for a one-off purchase or on a subscription basis. The frequency and/or availability of SIM Toolkit Services will be determined by the Service selected.</p> <p>32KB SIM Toolkit Capable SIM Cards provide access to the following range of TXT – based Information and Entertainment services: My Account (account balance), the Buzz (news, sport, weather, horoscopes and finance), The Zone (TXT Chat, games, logos and ringtones) and M-Club.</p> <p>64KB SIM Toolkit Capable SIM Cards provide access to the following range of TXT-based Information and Entertainment Services:</p> <ul style="list-style-type: none"> ▪ My Account (My Vodafone): <ul style="list-style-type: none"> ○ Balance ○ Pay Account ○ My Subscriptions ○ Info ▪ Tones & Pics <ul style="list-style-type: none"> ○ Tones ○ Pics ▪ Entertainment: <ul style="list-style-type: none"> ○ Horoscopes ○ Lovescopes ○ Today's Quiz | <p>With a 32KB SIM Toolkit Capable SIM Card, You will be charged for each SIM Toolkit Service, as follows:</p> <ul style="list-style-type: none"> ▪ My Account: Free ▪ The Buzz: 50c per SIM Toolkit TXT message sent to you ▪ The Zone: <ul style="list-style-type: none"> ➤ Ringtones - \$3.30 per ringtone sent to You. ➤ Logos - \$3.30 per logo sent to You. ➤ TXT Games – 25c per SIM Toolkit TXT message sent from Your SIM Toolkit Capable Phone. ➤ TXT Chat – 25c per SIM Toolkit TXT message sent from Your SIM Toolkit Capable Phone. ▪ M-Club: Free <p>With a 64KB SIM Toolkit Capable SIM Card, You will be charged for each SIM Toolkit Service, as follows:</p> <ul style="list-style-type: none"> ▪ My Account: Free ▪ Tones & Pics: <ul style="list-style-type: none"> ➤ Ringtones - \$3.30 per ringtone sent to You. ➤ Pics - \$3.30 per picture sent | <p>With a 32KB SIM Toolkit Capable SIM Card, You will be charged for each SIM Toolkit Service, as follows:</p> <ul style="list-style-type: none"> ▪ My Account: Free ▪ The Buzz: 50c per SIM Toolkit TXT message sent to you ▪ The Zone: <ul style="list-style-type: none"> ➤ Ringtones - \$3.30 per ringtone sent to You. ➤ Logos - \$3.30 per logo sent to You. ➤ TXT Games – 25c per SIM Toolkit TXT message sent from Your SIM Toolkit Capable Phone. ➤ TXT Chat – 25c per SIM Toolkit TXT message sent from Your SIM Toolkit Capable Phone. ▪ M-Club: Free <p>With a 64KB SIM Toolkit Capable SIM Card, You will be charged for each SIM Toolkit Service, as follows:</p> <ul style="list-style-type: none"> ▪ My Account: Free ▪ Tones & Pics: <ul style="list-style-type: none"> ➤ Ringtones - \$3.30 per ringtone sent to You. ➤ Pics - \$3.30 per picture sent |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <ul style="list-style-type: none"> ○ Today's Jokes ○ Pick Up Lines ○ Gossip ▪ Chat & Games: <ul style="list-style-type: none"> ○ TXT Chat ○ TXT Games ○ Java Games ▪ News and Weather: <ul style="list-style-type: none"> ○ Headline News ○ Sports News ○ World News ○ Business News ○ Weather ▪ Sport: <ul style="list-style-type: none"> ○ NRL ○ AFL ○ Super 14 ○ Sports News ▪ Find & Seek: <ul style="list-style-type: none"> ○ 123 ○ Movies Reviews ○ Restaurant Reviews ○ Lotto Results ▪ Free Stuff: <ul style="list-style-type: none"> ○ Free Tone ○ Free Pic | <p style="text-align: center;">to You.</p> <ul style="list-style-type: none"> ▪ Entertainment: 25c per STK TXT message sent to You if You subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Chat & Games: <ul style="list-style-type: none"> ➤ TXT Chat: 25c per STK TXT message You send. ➤ TXT Games: 25c per STK TXT message You send. ➤ Java Games: \$3.50 or \$6.60 per java game sent to You. ▪ News & Weather: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Sport: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Find & Seek: <ul style="list-style-type: none"> ➤ 123: Refer to Part 6 of this Section 3 to determine the call rate You will be charged | <p style="text-align: center;">to You.</p> <ul style="list-style-type: none"> ▪ Entertainment: 25c per STK TXT message sent to You if You subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Chat & Games: <ul style="list-style-type: none"> ➤ TXT Chat: 25c per STK TXT message You send. ➤ TXT Games: 25c per STK TXT message You send. ➤ Java Games: \$3.50 or \$6.60 per java game sent to You. ▪ News & Weather: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Sport: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ▪ Find & Seek: <ul style="list-style-type: none"> ➤ 123: Refer to Part 6 of this Section 3 to determine the call rate You will be charged |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <ul style="list-style-type: none"> ○ Offers ○ Free Trivia <p>Go to www.vodafone.com.au or phone Customer Care for further details about the features available under SIM Toolkit.</p> <p>d) Sim Contacts</p> <p>Back up of the contacts on your SIM saved to a central server.</p> <p>1.The SIM Contacts service is only available to Vodafone customers with compatible handsets and compatible SIMs.</p> <p>2.The SIM Contacts service is charged at \$1.99 per month per connection. This fee will be waived for use of the service during the period 1st July to 30th September 2007.</p> <p>3.Prepay customers require an active account to access the SIM Contacts service</p> | <p>for the call.</p> <ul style="list-style-type: none"> ➤ Movie Reviews: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ➤ Restaurant Reviews: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ➤ Lotto Results: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message.* <ul style="list-style-type: none"> ▪ Free Stuff: Free <p>Where you request any of the above SIM Toolkit Services by calling a designated number, you will also be charged for the cost of this call.</p> <p>\$1.99 per month per mobile number</p> | <p>for the call.</p> <ul style="list-style-type: none"> ➤ Movie Reviews: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ➤ Restaurant Reviews: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. ➤ Lotto Results: 25c per STK TXT message sent to you if you subscribe to a service or 50c per STK TXT message sent to you if you purchase a one-off STK TXT message. <ul style="list-style-type: none"> ▪ Free Stuff: Free <p>Where you request any of the above SIM Toolkit Services by calling a designated number, you will also be charged for the cost of this call.</p> <p>\$1.99 per month per mobile number</p> <p>Access to these services may be limited if You Prepay. You may need (or choose) to purchase an Extras Pack.</p> |

| Type of Value-Added Service | Charges if You Post Pay | Charges if You Prepay |
|--|---|-----------------------|
| | | |
| 8. Self Services | | |
| (a) My Vodafone | | |
| <p>By connecting to the Vodafone Network You are entitled to use Vodafone's internet based service My Vodafone.</p> <p>Customers billed directly by Vodafone can view and pay their bill using My Bill on My Vodafone. A variety of personalised information services and productivity tools are also available, including email, an online address book and calendar, news, sport, horoscope and entertainment listings.</p> | <p>To be able to access My Vodafone You must register at www.vodafone.com.au/myvodafone. Registering for My Vodafone is free.</p> <p>Charges for using My Vodafone are set out in its terms and conditions of use which You may view at www.vodafone.com.au/myvodafone.</p> | |

Part 8 – Roaming

| Roaming | Charges if You Post Pay | Charges if You Prepay |
|---|--|---|
| International and National Roaming | | |
| <p>Use the Service when You Roam on the mobile telecommunications networks of other carriers in Australia and overseas with Vodafone World™ if you are a Post Pay Customer and Vodafone Traveller if you are a Post Pay Customer or Prepay Customer. See Part 7, Terms and Conditions That Apply To Customers Using Other Miscellaneous Vodafone Services of Section 2, Terms and Conditions.</p> <ul style="list-style-type: none"> ▪ Where a Service is dependent on the speed and/or capability of a specific Vodafone Network, that Service may not be available when You are Roaming, if the network You are Roaming on does not have the same speed and/or capability as the specific Vodafone Network. ▪ 64KB SIM Cards include a Global Assisted Roaming capability. This capability has no handset or network requirements and assists You to find a Vodafone Network or Vodafone partner network when Roaming internationally. ▪ Some Services may not be available when You are Roaming. Go to www.vodafone.com.au or phone Customer Care for details of the services which will be available to You, and other features of the Service which are not available to You when You are Roaming. ▪ Access to Roaming may not be included in Your Call Plan. | <p>You will be charged for using the Service at the rates set out in this Description plus additional fees which vary by call origin, destination and type. You will also be charged for receiving voice calls and data services at rates which vary by call origin, destination and type.</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific call rates and countries where You can Roam with Vodafone World™ and Vodafone Traveller.</p> <p>Charges for using Data Services when You are International Roaming are set above in Part 4 - Data Services.</p> | <p>You will be charged for using the Service at the rates set out in this Description plus additional fees which vary by call origin, destination and type. You will also be charged for receiving voice calls and data services at rates which vary by call origin, destination and type.</p> <p>Go to www.vodafone.com.au or phone Customer Care for information about specific call rates and countries where You can Roam with Vodafone World™.</p> <p>Charges for using Data Services when You are International Roaming are set above in Part 4 – Data Services.</p> |

Part 9 – Miscellaneous Costs

| Miscellaneous Cost | Charges if You Post Pay | Charges if You Prepay |
|--|--|---------------------------------|
| We may charge You for the following things: | | |
| <ul style="list-style-type: none"> ▪ Cancellation of direct debit | \$2.20 per cancellation (excluding the \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contract Plans) \$29 Jumbo Cap Contract Plan: \$5.00 per month \$29 Cap Contract, \$20 and \$30 Contract or on Account Plans and the SIM only Cap Contracts: \$5.50 per month | \$2.20 per cancellation |
| <ul style="list-style-type: none"> ▪ Payment Processing Fees | 1% + GST of total bill amount for payment made by Visa, MasterCard or AMEX. 2% + GST of total bill amount for payment made by Diners Club. \$1.50 + GST of total bill amount for payment made at Australia Post Office. | Not applicable |
| <ul style="list-style-type: none"> ▪ Copy of bill | Up to \$5.50 per bill (excepting disabled customers and customers connected before 3 April 2008) | Not applicable |
| <ul style="list-style-type: none"> ▪ Dishonour fee (where Your cheque or direct debit payment is dishonoured) | \$22.00 per dishonoured payment | \$22.00 per dishonoured payment |
| <ul style="list-style-type: none"> ▪ Handset blocking | Free | Free |
| <ul style="list-style-type: none"> ▪ Late payment fee | \$11.00 per late payment | Not applicable |

| Miscellaneous Cost | Charges if You Post Pay | Charges if You Prepay |
|---|--|---|
| <ul style="list-style-type: none"> ▪ Number Change Request Fee | \$71.50 unless due to harassment | \$71.50 unless due to harassment |
| <ul style="list-style-type: none"> ▪ Payment Method Change Fee | \$20.00 | \$20.00 |
| <ul style="list-style-type: none"> ▪ SIM Card Replacement Fee | <p>For replacement of a faulty SIM Card, the charge is free.</p> <p>For all other replacements of SIM Cards including for the replacement of a lost or stolen SIM or for upgrade, the charge is \$19.95.</p> | <p>For replacement of a faulty SIM Card, the charge is free.</p> <p>For all other replacements of SIM Cards including for the replacement of a lost or stolen SIM or for upgrade the charge is \$19.95.</p> |

| Miscellaneous Cost | Charges if You Post Pay | Charges if You Prepay |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Paper Bills/Call Records | <p>You will receive electronic bills by default. Vodafone will not provide paper bills except in special circumstances. Special circumstances include: (a) for disabled or disadvantaged customers for whom there will be no charge for a paper bill once Vodafone is notified and has ascertained (at Vodafone's sole discretion) the customer's circumstances; (b) for customers connected to Business call /data caps or plans for whom there will be no charge for a paper bill; and (c) any other circumstances as determined by Vodafone (at Vodafone's sole discretion), for example for legal or accounting reasons and for which a charge of \$2.20 per paper bill may be applied. If such a charge is applied the charge is not included in the awarded credit and will be charged in addition to the Minimum Monthly Spend.</p> | <p>Vodafone will not provide paper bills except in special circumstances. Special circumstances include: (a) for disabled or disadvantaged customers for whom there will be no charge for a paper bill once Vodafone is notified and has ascertained (at Vodafone's sole discretion) the customer's circumstances; (b) for customers connected to Business call /data caps or plans for whom there will be no charge for a paper bill; and (c) any other circumstances as determined by Vodafone (at Vodafone's sole discretion), for example for legal or accounting reasons and for which a charge of \$2.20 per paper bill may be applied. If such a charge is applied the charge is not included in the awarded credit and will be charged in addition to the Minimum Monthly Spend.</p> |
| <ul style="list-style-type: none"> ▪ Transfer of ownership of Your SIM Card and/or Your Mobile Phone within 30 days of original connection | <p>Free</p> | <p>This service not available to prepay customers.</p> |
| <ul style="list-style-type: none"> ▪ Transfer of ownership of Your SIM Card and/or Your Mobile Phone after 30 days of original connection | <p>\$71.50 per transfer request</p> | <p>This service not available to prepay customers.</p> |
| <ul style="list-style-type: none"> ▪ Unbarring Fee (payable where You have requested Us to bar a feature of the Service and subsequently request that the feature be unbarred) | <p>\$27.50</p> | <p>\$27.50</p> |
| <ul style="list-style-type: none"> ▪ Hide SIM Toolkit Feature Fee ▪ Account balance | <p>\$4.95 Free by SIM Toolkit TXT retrieval</p> | <p>\$4.95 Free by SIM Toolkit TXT retrieval</p> |

| Miscellaneous Cost | Charges if You Post Pay | Charges if You Prepay |
|--|---|---|
| <ul style="list-style-type: none"> ▪ Unlock handset from the Vodafone network | Fees may apply to unlock certain handsets. Call Customer Care or visit vodafone.com.au/unlock for details | Fees may apply to unlock certain handsets. Call Customer Care or visit vodafone.com.au/unlock for details |
| <ul style="list-style-type: none"> ▪ Pay for Service Calls – enquiries to Vodafone Customer Care, regardless of which number you call (excluding calls relating to bills, Charges or billing services and calls made by disabled customers) | \$2.50 (For \$29 Cap Contract, \$29 Jumbo Cap Contract Plan, the \$20 or \$30 Contract or On Account Plans or the SIM Only Cap Contracts) | Charges may apply from October 2008 – see vodafone.com.au for updates. |

Part 10 – Vodafone Globalstar Service

| Access | Charges if You Post Pay | Charges if You Prepay |
|---|--|-----------------------|
| <p>The Vodafone Globalstar Service is only available if Your Call Plan is a Globalstar Call Plan.</p> <p>The Vodafone Globalstar Service incorporates both the Satellite Service and the GSM Service. You acquire both the GSM Service and Satellite Service from Vodafone.</p> <p>Vodafone provides GSM Services using the Vodafone Network. Globalstar operates the Globalstar Network and promotes and sells the Satellite Service. Vodafone is authorised to provide the Satellite Services to customers in Australia.</p> <p>The Service provides You with access to:</p> <ul style="list-style-type: none"> ▪ the GSM Service available on the Vodafone Network in Australia within the coverage area of the Vodafone Network; and ▪ the Satellite Service available on the Globalstar Network within the coverage area of the Globalstar Network in Australia. <p>Globalstar Dual Mode Phone</p> <p>The Vodafone Globalstar Service requires a Dual Mode Phone that is capable of operating in both GSM Mode and Satellite Mode. You cannot discontinue on part of the Vodafone Globalstar Service and continue with another part of the Vodafone Globalstar Service.</p> <p>If the Dual Mode Phone connects to:</p> <ul style="list-style-type: none"> ▪ the Vodafone Network in GSM Mode You will acquire the GSM Service for the GSM Charges; or ▪ the Globalstar Network in Satellite Mode the Customer will acquire the Satellite Service for the Satellite Charges. <p>You will receive one invoice for all calls using the Vodafone Globalstar Service. Existing GSM Service customers cannot use their existing handset for the Vodafone Globalstar Service. In</p> | <p><i>Globalstar Call Plans:</i> Refer to Your Call Plan in Section 2 of this Agreement for details.</p> <p><i>Call Plans other than Globalstar Call Plans:</i> Not available.</p> | <p>Not available.</p> |

| Access | Charges if You Post Pay | Charges if You Prepay |
|--|-------------------------|-----------------------|
| <p>most cases You will be able to retain their existing GSM Service number.</p> <p>The GSM Service</p> <p>The GSM Service provides You with access to a digital public mobile telecommunication service using the Vodafone Network and is used to make and receive voice calls to and from:</p> <ul style="list-style-type: none"> ▪ telephones connected to Vodafone Network or another mobile network in Australia; ▪ telephones directly connected to a local exchange of Optus or Telstra or another carrier with which Vodafone is interconnected; ▪ telephones connected to other Australian telecommunications networks to which Vodafone is able to terminate calls; ▪ international public telephone numbers. <p>The GSM Service is subject to interconnection arrangements between Vodafone and the relevant operator of the network with which the number is associated.</p> <p>Globalstar customers do not have access to Vodafone’s UMTS/3G Network.</p> <p>The Satellite Service</p> <p><u>General information on Satellite Service</u></p> <p>If the Dual Mode Phone Network is out of the coverage area of the Vodafone Network prior to the commencement of a call, or is otherwise unable to detect a signal to the Vodafone Network it will automatically seek to establish a connection with the Satellite Network and to operate in Satellite Mode. You may also manually select either the GSM Mode or the Satellite Mode.</p> <p>When in Satellite Mode the Dual Mode Phone communicates directly with up to three satellites in the Globalstar Network and those satellites establish a connection with a suitable gateway to allow the relevant call to be terminated on a terrestrial network.</p> | | |

| Access | Charges if You Post Pay | Charges if You Prepay |
|---|-------------------------|-----------------------|
| <p>The Satellite Service may be used to make or receive calls to and from:</p> <ul style="list-style-type: none"> ▪ telephones connected to Vodafone network or another mobile network in mainland Australia and Tasmania and up to 200 nautical miles out to sea; ▪ telephones directly connected to a local exchange of Optus or Telstra or another carrier with which Vodafone is interconnected; ▪ telephones connected to other Australian telecommunications networks to which Vodafone is able to terminate calls; ▪ international public telephone numbers. <p>The Satellite Service is subject to interconnection arrangements between Vodafone and the relevant operator of the network with which the number is associated.</p> <p>Three radio astronomy exclusion zones apply in a 20km radii band around these radio telescope sites – near Narrabri, near Coonabarabran and near Parkes in NSW. The exclusion zones will mean that You will not be able to make and receive calls in Satellite Mode in these areas.</p> <p><u>Roll-out of the Vodafone Globalstar Service</u></p> <p>The Vodafone Globalstar Service is conducted through three gateways in Dubbo (NSW), Mt Isa (Qld) and Meekathara (WA). The Vodafone Globalstar Service commenced commercial operation in Dubbo on 30th March 2000 and through the Meekathara gateway and the Mt Isa Gateway in May 2000.</p> <p><u>You acknowledgements on the Vodafone Globalstar Service</u></p> <p>You acknowledge that:</p> <ul style="list-style-type: none"> ▪ when in Satellite Mode You will be charged the Satellite Charges, which are generally higher than the GSM charges for equivalent calls (voice/fax/data) using the GSM Service; ▪ you also pay the Satellite Charges to make and receive calls in Satellite Mode; ▪ when a call is originated in Satellite Mode it will continue in that mode even if You enter into | | |

| Access | Charges if You Post Pay | Charges if You Prepay |
|--|-------------------------|-----------------------|
| <p>the GSM Service area during the call;</p> <ul style="list-style-type: none"> ▪ when a call is originated in GSM Mode and You leave the GSM Service Area the call will drop out, also notifying You of the change in call rate from GSM to satellite. You have the choice to make the call in Satellite Mode at satellite rates; ▪ to make or receive calls in Satellite Mode the Dual Mode Phone must have its antenna up and have clear line of sight to a satellite in the Globalstar Network and not be subject to interference including from buildings or other objects which may block or interfere with connection between the Dual Mode Phone and the satellite. The antenna must not be covered whilst making the call; ▪ the Globalstar Network will have a satellite footprint over large parts Australia from 30th March 2000 but will not have a national footprint until the Service roll-out is completed; and ▪ Some Value Added Services may not be available in Satellite Mode, check with 1300 30 30 30 for details. | | |

Our Customer Care phone numbers are:

- **1300 650 410; or**
- **1555**

Charges may apply for the above services, check individual call/data plans for details.

The [National Relay Service](#) (NRS) numbers are:

- **Dial 13 3677 for all calls within Australia**
- **Dial 1800 555 677 for all calls within Australia to 1800 numbers.**

The NSR make it easier for you to contact Vodafone if you are deaf or have a hearing or speech impairment.

The Translating & Interpreting Service (TIS) number is:

- **13 14 50.**