

# Critical Information Summary

Welcome to Vodafone Messaging. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay and what that gets you.

## Wide Area Paging

### Information about the service

Pagecs provide fast, affordable and reliable one-way alpha-numeric message communication for mission critical applications. We will provide you with pager hardware and activate to VHA's wide area paging network with a unique pager number.

Messages are not included in this pricing. We offer a number of methods by which you can send messages to pagecs 24/7. Please refer to the relevant CIS as below for information and pricing.

- Live Operator / Virtual Answering Service – see Virtual Answering Service CIS for details
- Web-Based Messaging Application / API / Email Direct – see Bulk Messaging CIS for details

**Minimum Term** 1 month

### Inclusions

- 12 month pager manufacturer defect hardware warranty for Apollo pagecs
- 36 month pager manufacturer defect hardware warranty for TPL Birdy pagecs
- Connection to VHA's wide are paging network with unique pager number
- Messages can be copied to an email address at no charge

### Exclusions

- Messages to pager

Additional fees may apply when:

- You need Pager hardware repairs
- You'd like changes to your service such as additional coverage
- You'd like messages to be copied to mobile/s
- Your payment is dishonoured or your bill isn't paid by the due date

### Information about pricing

All prices are quoted exclusive of GST

Number of Pagecs Active on Account	Pager Hardware – Apollo 924 or Apollo Gold (once off)	Pager Hardware - Birdy WP (once off)	Pager Hardware Birdy 3G (once off)	Access Fee per month
1	\$179.00	\$219.00	POA	\$25.00
2-4	\$172.00	\$219.00	POA	\$18.00
5-9	\$164.00	\$219.00	POA	\$14.00
10-49	\$157.00	\$219.00	POA	\$12.00
50+	\$149.00	POA	POA	\$10.00
<b>Connection Fee (once off)</b>				\$25.00

For a full list of Miscellaneous Charges please visit [www.vodafone.com.au/messagingrates](http://www.vodafone.com.au/messagingrates)



**Vodafone  
messaging**

<b>Cancellation</b>	One months' written notice is required to cancel your service
<b>Changing Plans</b>	You can change your plan at any time. Changes will become effective on the 1 <sup>st</sup> of the next billing month

## Other Information

**We're here to help** If you have any questions or require assistance please contact Customer Care:  
**p 1300 133 585**  
**f 1300 133 292**  
**e [messagingcare@vodafone.com.au](mailto:messagingcare@vodafone.com.au)**  
**w [vodafone.com.au/messaging](http://vodafone.com.au/messaging)**

If after speaking with us you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on **1800 062 058** or go to **[tio.com.au](http://tio.com.au)**