

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

Pagers 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 pagers 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 pagers
- 36 month pager manufacturer defect hardware warranty for TPL Birdy pagers
- Connection to VHA's wide area 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
- Your invoice is posted

Information about pricing

All prices are quoted exclusive of GST

Number of Pagers 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	\$199.00	\$219.00	POA	\$30.00
2-4	\$189.00	\$209.00	POA	\$20.00
5-9	\$175.00	\$209.00	POA	\$16.00
10-49	\$167.00	\$199.00	POA	\$14.00
50+	\$159.00	\$199.00	POA	\$12.00
Connection Fee (once off)				\$25.00



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For a full list of Miscellaneous Charges please visit www.vodafone.com.au/messagingrates

Cancellation One months' written notice is required to cancel your service

Changing Plans You can change your plan at any time. Changes will become effective on the 1st 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
w 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**



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