



Critical Information Summary

VeeTel Mobile Super Sim

Information about the Service

This is a Mobile Sim only plan on the Vodafone network. You can transfer your existing mobile number to VeeTel from your current provider or VeeTel can provide you with a new mobile number.

All new VeeTel Sim cards come with active Voice mail diversions. VeeTel Sim Cards come with Active Voice mail Service. To set up Voicemail from your mobile, Dial 121 then, follow the prompts through the recorded tutorial. You will be asked to set up your PIN, Name and Greeting. To deactivate your voice mail dial ##002# from your handset.

Equipment –You will need a mobile phone handset to use this service with the VeeTel Sim Card.

Includes a minimum spend of \$9.90 worth of calls

Plan has no commitment.

Information about Pricing

- \$9.90 per month with a minimum call spend of \$9.90 per month.
- Call Rates (Fixed Line within Australia): 8.8 cents per 30 seconds
- Call Rate (Mobiles within Australia): 8.8 cents per 30 seconds.

(A 2 minute call will cost you \$0.57 Including GST and connection fee.)

- SMS (160 Characters): 22 cents each.
- Flagfall: 22 cents per call.
- MMS: 75 cents each.
- Mobile Internet or GPRS: 1.7 cents per kb downloaded (\$17.00 per MB)
- Voice mail Deposits: 9.9 cents per 30 seconds.
- Voice mail retrievals: 9.9 cents per 30 seconds

Other Information

To obtain your calls usage please contact VeeTel customer Service on 1300 833 835 during business hours or email enquiries@veetel.com.au

Please note: Roaming/International and data usage

VeeTel will charge you for usage of additional services such as 1900, 123 Sensis, International roaming, International calls and 3G internet connections as well as access to the Vodafone Live website from your mobile phone. You may incur high usage charges on your VeeTel account when using 1900, 123 Sensis, International calls/Roaming and internet services from your VeeTel Sim Card. For example if the size for song from YouTube is 3MBs. If downloaded to the mobile phone the charge will be \$51.00 for that song.

VeeTel Sim cards come with International IDD and Roaming restrictions. IDD and Roaming charges are consistently changing and are charged at higher rates. Roaming and International call charges may be delayed due to delivery of calls from overseas carriers. Call VeeTel to obtain the most current Roaming and IDD rates. A bond of \$250.00 may be required to activate International IDD or roaming. This bond may be held by VeeTel for a minimum of 3 months

If you have any concerns about the service we are providing to you, you should contact us immediately:

Customer Service Enquiries

1300 833 835
+61 2 9344 1600 (Outside Australia)

Email Enquires

enquiries@veetel.com.au

Fax number

02 9314 1717

Postal address

VeeTel Pty Ltd
Locked Bag 9004
Maroubra NSW 2035

If you are not satisfied with our complaint handing process and you have communicated your concerns with a senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://veetel.com.au/terms-and-conditions.html>