



TPG Telecom Limited (ABN 76 096 304 620) trading as Felix Mobile and Vodafone Network Pty Limited
(ABN 31 081 918 461)

Standard Terms for the Supply of Services

Section 3 – Description of Service features and Charges

This version applies from 26 November 2020

Section 3 – Description of Service Features and Charges

This section of the Standard Terms sets out some of the features and Charges applicable to the Services and is divided into two Parts:

Part A: Mobile Service; and

Part B: Charges applicable to all Services.

Part A: Mobile Service	
Sub-Part	Title
1	Calls, TXT, Data Services and International Roaming
2	Special Services
3	Miscellaneous charges for Mobile Services
Part B: Miscellaneous Charges applicable to all Services	

Part A - Mobile Service

SUB-PART 1 – CALLS, TXT, DATA SERVICES AND INTERNATIONAL ROAMING

Description	Charges
(a) Calls, TXT, Data Services and International Roaming	
<p>Standard Calls, TXT, International Calls, Standard Video Calls, Data Services and International Roaming are defined in Section 1 of these Standard Terms.</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ You may be charged a flagfall for different types of calls you make; ▪ There is no charge for calls to an engaged number, however, 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; ▪ For calls You make to access Special Services, see Part 2 below. 	<p>You will be charged at the rates set out in Your Plan Details.</p>
(b) Calls to Special Numbers	
011, 0103, 1225 and 1245	<p>You will be charged the rates set out in Your Plans Details.</p>
'13' numbers, '15' numbers and '18' numbers	
If You have appropriate equipment, maritime, remote and satellite services	

SUB-PART 2 – SPECIAL SERVICES

Description		Charges
1.	Operator Services	
(a)	1-2-3 Ask Us Anything	Not available
(b)	1223 Directory Assistance and THRUConnect	Not available
(c)	Calls to emergency services	
	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.	Free
2.	INtouch Services	
	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.	Free
(a)	Voicemail	
	The capability of accessing a Voicemail depends on your Approved Device model.	Free

(b) CALLidentity (Calling Number Display)	
<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>	Free
(c) CALLwait and CALLhold	
These services allow You to switch between calls by using commands on Your Mobile Phone.	Free
(d) Call Forwarding	
This service diverts incoming calls to another mobile phone connected to the Vodafone Network, to the network of another Carrier, or a fixed line telephone within Australia.	Free. Not available to International numbers
(e) Call Barring	
This service is a security option which allows incoming and/or outgoing calls to be barred. To activate this service, contact Customer Care.	Free
(f) Call Conference	Not available
3. Premium Services	Not available

Description	Charges
4. TXT delivery status reports	
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.	Charges vary by Plan. Please see Your Plan Details.

SUB-PART 3 – MISCELLANEOUS CHARGES APPLICABLE TO MOBILE SERVICES

Type of Charge	Charges
We may charge You for the following things:	
Approved Device blocking	Free
Mobile number change request fee	\$19.95 unless due to harassment
SIM Replacement Fee	Free
Unbarring fee (payable when You have requested Us to bar a feature of the Mobile Service and subsequently request that the feature be unbarred)	Free
Mobile Service Number Portability Charge (Porting Fee) Applicable if you Port your Mobile Number from Us to any other Carriage Service Provider.	Not applicable

Part B - Miscellaneous Charges applicable to all Services

Type of Charge	Charges
We may charge You for the following things:	
Cancellation of direct debit	Free
Payment Processing Fees	Not applicable
Late payment fee	Not applicable
Payment Method Change Fee	Free
Paper Bills/Call Records	<p>We will not send You any bills or usage charge records in respect of Charges You incur while You are a Subscription Customer.</p> <p>You can obtain Your usage charge records for the preceding 12 months through the Felix Mobile App. If You provide a formal or informal request for Us to provide You with paper usage records and We agree to provide those paper usage records, We may charge You Our reasonable costs to provide such records. We will provide usage charge records if required by law. We may provide usage charge records in special circumstances as determined by Us at Our discretion We may charge you Our reasonable costs to provide those records.</p>
Transfer of ownership of Your Service within 30 days of original connection	Not available