



Think Mobile Pty Limited

ABN 33 110 992 151

STANDARD AGREEMENT
FOR THE SUPPLY OF
GSM CELLULAR MOBILE SERVICE

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Contact Think Mobile customer care on **1300 2 THINK (1300 2 84465)**

or visit our web site at www.thinkmobile.com.au

National Relay Number

133 677

Translating & Interpreting Service (TIS)

131 450

PART A – SERVICE DESCRIPTION

1. GENERAL INFORMATION

(a) The Service

The Think Mobile service is a GSM Service which the Customer acquires from Think Mobile. Think Mobile provides the GSM Services using the Vodafone Network for the Think Mobile Swift network option, or the Telstra Network for the Think Mobile Classic network option (the Service Network).

The GSM Service is available to Customers within the coverage area of the Vodafone Network for the Think Mobile Swift network option, or within the coverage area of the Telstra Network for the Think Mobile Classic network option.

2. THE GSM SERVICE

(a) General information on GSM Service

The GSM Service provides Customers with access to a public mobile telecommunication service using either the Vodafone Network for the Think Mobile Swift network option or the Telstra Network for the Think Mobile Classic network option, and is used to make and receive voice calls to and from:

- a) telephones connected to Australian telecommunications networks including domestic mobile networks to which the Service Network is able to terminate calls; and
- b) international public telephone numbers.

The GSM Service is subject to interconnection arrangements between the Service Network and the relevant operator of the network with which the called number is associated.

3. VALUE ADDED SERVICES AND SPECIAL SERVICES

The following Value-Added Services are available with the Service.

(a) Operator Services:

- calls to emergency services: by dialling 000 or 112 within Australia, the Customer will be connected straight through to emergency services - emergency calls made from outside Australia may require different numbers, please check with Think Mobile customer care on 1300 2 THINK (1300 2 84465);
- network problem reporting: to report any difficulties or faults with the Service Network dial Think Mobile customer care on 1300 2 THINK (1300 2 84465) from within Australia (free call when using the GSM Service) and +61 1300 2 84465 (charged call when using the GSM Service) for calls made from outside Australia.

(b) Value Added Services and Special Services

Once Connected to the Service, the Customer may have access to Think Mobile's Value Added Services and Special Services, which are divided into calls to certain numbers.

(i) Think Mobile Swift - Call Options

Customers who have Think Mobile's approval may call:

- 008 and 18XX numbers;
- maritime, remote and satellite services;
- 19XX numbers;
- 15XX numbers (otherwise excluding 1500, 1505, 1512, 1513, 1540, 1571 and 1575); and
- international numbers.

(ii) Think Mobile Swift - Value Added Services

Value Added Services associated with the Think Mobile Swift network option are a suite of answering and message services available with the GSM Service. These Value Added Services include:

- Voicemail: Customers can divert their calls to voicemail and dial 121 to retrieve voicemail messages;
- Calling Line Identity: this default service allows Customers with certain mobile phones to identify an incoming caller before they answer the call. To permanently de-activate the service dial Think Mobile customer care on 1300 2 THINK (1300 2 84465). To de-activate on a call-by-call basis dial 1831 before the called number;
- Call Barring: this service is a security option which allows incoming and/or outgoing calls to be barred. For assistance with this service, call Think Mobile customer care on 1300 2 THINK (1300 2 84465);
- Call Forwarding: this service allows Customers to forward calls to their mobile number to another domestic Australian telephone number;

Please note that Think Mobile is not obliged to, and does not maintain a record of a Customer's voicemails once they have been deleted.

These services can be used as required without incurring a monthly subscription fee. Customers only pay for the services actually used. Rates for using voicemail services are indicated in the Call Plan.

(iii) Think Mobile Classic - Call Options

Customers who have Think Mobile's approval may call:

- 008 and 18XX numbers;
- maritime, remote and satellite services;
- 19XX numbers; and
- international numbers.

(iv) Think Mobile Classic - Value Added Services

Value Added Services associated with the Think Mobile Classic network option are a suite of answering and message services available with the GSM Service. These Value Added Services include:

- Voicemail: Customers can divert their calls to voicemail and dial 0424212121 to retrieve voicemail messages;
- Calling Line Identity: this default service allows Customers with certain mobile phones to identify an incoming caller before they answer the call. To permanently de-activate the service dial Think Mobile customer care on 1300 2 THINK (1300 2 84465). To de-activate on a call-by-call basis dial 1831 before the called number;
- Call Barring: this service is a security option which allows incoming and/or outgoing calls to be barred. For assistance with this service, call Think Mobile customer care on 1300 2 THINK (1300 2 84465);
- Call Forwarding: this service allows Customers to forward calls to their mobile number to another domestic Australian telephone number;

Please note that Think Mobile is not obliged to, and does not maintain a record of a Customer's voicemails once they have been deleted.

These services can be used as required without incurring a monthly subscription fee. Customers only pay for the services actually used. Rates for using voicemail services are indicated in the Call Plan.

(c) **Think Mobile Swift - Vodafone Branded Services**

Vodafone Branded Services are available to Customers, but may be withdrawn at any time by Think Mobile. Vodafone Branded Services include:

- 1-2-3 Directory Assistance: by dialling 123 from a mobile phone in GSM Mode connected to the Vodafone Network a Vodafone assistant will provide help and assistance at any time.

- 1-2-3 Directory Assistance with THRUconnect: by dialing 123 for directory assistance with THRUconnect, the operator will look up the number and offer to connect the call straight through. No redialling is necessary. For overseas directory assistance, dial 1225. THRUconnect is not available for international numbers or calls made outside the Vodafone Network.
- 1-2-3 Information Services: provides up to date information regarding sport, entertainment, accommodation in most areas.

(d) Think Mobile Classic - Telstra Branded Services

Telstra Branded Services are available to Customers, but may be withdrawn at any time by Think Mobile. Telstra Branded Services include:

- Sensis 1234: by dialling 1234 from a mobile phone in GSM Mode connected to the Telstra Network, a Sensis assistant will provide help and assistance at any time.
- Call Connect12456: by dialling 12456 for directory assistance with call connect, the operator will look up the number and offer to connect the call straight through. No redialling is necessary. For overseas directory assistance, dial 1225. Call Connect is not available for international numbers or calls made outside the Telstra Network.

(e) Customer Service

For any enquiries regarding the Service, Customers can call Think Mobile customer care on 1300 2 THINK (1300 2 84465) from any fixed or mobile phone (free call when using the GSM Service). Think Mobile customer care staff are available between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, 9:00 am to 5:00 pm AEST on Saturday, and 10:00 am to 2:00 pm AEST on Sunday for general service and billing enquiries.

(e) Coverage

There are certain restrictions on Service coverage in addition to the restrictions set out in Part A. On request, Think Mobile shall provide Customers with information about the coverage of the Vodafone Network throughout Australia for the Think Mobile Swift network option, or information about the coverage of the Telstra Network throughout Australia for the Think Mobile Classic network option, including providing copies of the relevant coverage maps. Coverage maps may be provided on Connection.

Within certain coverage areas, some local conditions could prevent or interfere with mobile phone reception. Such conditions may include basement car parks, lifts, buildings, vegetation, mountains and road cuttings. There may also be interferences to the Service in buildings or other objects which block the signal to the Service Network, or due to maintenance or downtime on the Service Network.

(f) Getting Started with Think Mobile

Connection to the GSM Service requires the activation of a SIM, which when inserted into a handset activates the handset to the Service Network. A Customer's contract with Think Mobile commences on the activation of the SIM. Full details on activating the SIM are provided at the point of purchase. The SIM remains Think Mobile's property and must be returned on request.

Once Connected to the Service, Customers are offered:

- the use of a mobile phone number;
- fault rectification during Think Mobile's business hours;
- Customer care services between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, 9:00 am to 5:00 pm AEST on Saturday, and 10:00 am to 2:00 pm AEST on Sunday;
- access within Australia to the Vodafone Network for the GSM Service with the Think Mobile Swift network option, or to the Telstra Network for the GSM Service with the Think Mobile Classic network option;
- access to Think Mobile's Value Added Services as provided with the relevant network option (where available); and
- for a limited time until withdrawn, access to certain Vodafone Branded Services with the Think Mobile Swift network option, or access to certain Telstra Branded Services with the Think Mobile Classic network option.

5. CALL TYPES AND CHARGES

There are a number of different call types and Value-Added Services available with the GSM Service.

(a) Categories of Charges

There are 5 general categories of charges for the Service:

- Connection / Reconnection charges;
- monthly access charges;
- call charges;
- Value Added Services and Special Services; and
- other charges.

All charges are subject to change. All prices are quoted including GST. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included.

In some circumstances business and other organisations may be entitled to claim an input credit tax on GST paid. Please refer to your financial adviser for details.

- **Connection / Reconnection Charges (GSM Service)**

When Connecting or Reconnecting to Think Mobile, Customers may be required to pay a Connection fee. From time to time, Think Mobile may have offers which reduce or remove the Connection / Reconnection fee. Customers should consult the Call Plan to determine whether a Connection fee is payable.

- **Monthly Access Charges (GSM Service)**

A monthly access fee is for the costs associated with accessing the Service Network, including access to the Value Added Services and Special Services.

For the period from a Customer Connection until they commence their first full billing cycle access fees will be billed on a pro rata basis. Access fees are payable for each full monthly billing cycle in advance. Call charges are billed at the end of each billing cycle in arrears.

- **Call Charges**

Customers will be charged only for successful calls. For example, there is no charge for calls to an engaged number. Calls are charged from the time the call is answered at the number requested. Think Mobile may waive any charge in its absolute discretion. Charges for calls are the responsibility of the Customer who is contractually responsible to Think Mobile for the Service, irrespective of whether those calls were made by the Customer or another person.

All Call Rates and charges are subject to rounding from three decimal points to two decimal points.

Most calls are charged per thirty (30) second increments (or part thereof).

Most International and Special Service calls are charged per thirty (30) second increments (or part thereof).

Flagfall occurs on most calls.

- **Calls to Value Added Services and Special Services**

Calls made to Value Added Services and Special Services are charged as per the rates advertised in the relevant Call Plan.

- **Other Charges**

In certain circumstances, Think Mobile will charge Customers additional charges. These charges are subject to change.

Additional charges include:

- unbarring fees (fees vary according to Think Mobile's rules): where the Service has been barred previously (whether at the request of a Customer or by Think Mobile) and a Customer requests that it be unbarred. Call Think Mobile customer care on 1300 2 THINK (1300 2 84465) for details;

- bill reprint fee (\$6.00 per reprint): where a Customer requests that another copy of the bill is printed;
- late payment fee (\$15.00 per month): where a Customer does not pay their monthly bill by the due date Think Mobile may charge a late payment fee to recover the administrative costs of pursuing payment;
- dishonoured cheque fee (\$15.00 per payment): where a Customer's payment to be collected by Think Mobile has been rejected by their financial institution, Think Mobile may charge a fee to recover the administrative costs of pursuing payment;
- replacement SIM fee (\$20.00 per SIM): where a Customer requests the replacement of their SIM card;
- change mobile number fee (\$20:00 per change): where a Customer requests a change to their mobile number;
- transfer of ownership (\$20.00 per transfer): where a Customer requests that the ownership of the GSM Service is transferred to another party;
- early termination fee (calculated as the sum of the remaining unpaid access fees for the agreed minimum Contract Term and if the Customer has selected a handset payment plan the sum of any outstanding handset payment plan fees): this fee is incurred where a Customer is Disconnected prior to the expiry of the agreed minimum Contract Term;
- Reconnection fee (\$12.00 per Service): where a customer requests that their Service is Reconnected within two (2) weeks of Disconnection, and Think Mobile in its sole discretion consents to the Reconnection of the Service; and
- handset payment plan fee; where a Customer has selected a handset payment plan as part of their service they will normally pay a handset payment plan fee of \$12, \$24 or \$36 per month over a period of 12 months.

Think Mobile reserves the right to require any Customer to pay a security deposit before being Connected to access some Special Services which may be used against any outstanding fees and charges for the Service should the Customer fail to pay any due amounts.

(b) Charging Periods

For the GSM Service the same rate applies at all times.

(c) Call Plans

The standard Call Plans offered by Think Mobile in connection with the supply of the GSM Service generally consist of:

- a Connection charge;
- a monthly access charge; and
- call charges.

The capped Call Plans offered by Think Mobile in connection with the supply of the GSM Service generally consist of:

- a Connection charge;
- a monthly minimum charge which includes up to a specified level of Included Call Value;
- a monthly cap level at which the monthly charge is capped up to a specified level of Included Call Value; and
- call charges.

Full details of the terms and conditions for the Call Plan are set out in Part B. Charges are inclusive of GST (where applicable) and are subject to change.

(d) International Roaming

International roaming is available in GSM Mode.

Customers granted access to international roaming whilst overseas are charged at the rate levied by the overseas carrier plus a Think Mobile charge. All incoming calls while roaming will also incur these roaming charges. To activate global roaming and for information on Call Rates please contact Think Mobile customer care on 1300 2 THINK (1300 2 85565) at least 3 days prior to departure. A security deposit may be required. International Roaming charges are GST-free.

(e) GST

- (a) The consideration payable for any Taxable Supply of any goods, services or other things under this agreement is inclusive of any GST.
- (b) The GST will be charged at the GST Rate.
- (c) If at any time after 1 July 2000, the GST Rate is amended, then the consideration payable for any Taxable Supply of any goods, services or other things under this agreement will be adjusted to give effect to that variation from the date of the variation's imposition.

PART B – THINK MOBILE CALL PLANS

Simple 12 Plus with Think Mobile Swift network option

(i) Access Fee per Month	\$12.00 (with up to \$12.00 of Included Call Value and up to 120MB of Included Data)
(ii) Call Rates	
(a) Call Costs within Australia	Flagfall 12¢ plus 12¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	12¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(iii) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 6, 12 or 24 months.

Simple 12 Plus with Think Mobile Classic network option

(i) Access Fee per Month	\$12.00 (with up to \$24.00 of Included Call Value)
(ii) Call Rates	
(a) Call Costs within Australia	Flagfall 20¢ plus 12¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	12¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(iii) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 6, 12 or 24 months.

Think \$36 Cap with either Think Mobile Swift or Think Mobile Classic network options

(i) Minimum Monthly Fee	\$36.00
(ii) Monthly Cap Level	\$36.00 (with up to \$200.00 of Included Call Value)
(iii) Call Types excluded from Included Call Value	Premium Calls and Premium SMS (19xx), Special Calls, International Roaming Calls
(iv) Additional Call Charges	Call charges in excess of the Included Call Value as listed in item (ii), or excluded from the Included Call Value as listed in item (iii) above will be charged in addition to the Minimum Monthly Fee or the Monthly Cap Level as the case dictates.
(v) Call Rates	
(a) Call Costs within Australia	Flagfall 35¢ plus 40¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	25¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(vi) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 6, 12 or 24 months.

Think \$50 Cap with either Think Mobile Swift or Think Mobile Classic network options

(i) Minimum Monthly Fee	\$50.00
(ii) Monthly Cap Level	\$50.00 (with up to \$500.00 of Included Call Value)
(iii) Call Types excluded from Included Call Value	Premium Calls and Premium SMS (19xx), Special Calls, International Roaming Calls
(iv) Additional Call Charges	Call charges in excess of the Included Call Value as listed in item (ii), or excluded from the Included Call Value as listed in item (iii) above will be charged in addition to the Minimum Monthly Fee or the Monthly Cap Level as the case dictates.
(v) Call Rates	
(a) Call Costs within Australia	Flagfall 40¢ plus 40¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	29¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(vi) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 6, 12 or 24 months.

Simple 12 with Think Mobile Swift network option (not available for new connections)

(i) Access Fee per Month	\$12.00 (with up to \$12.00 of Included Call Value)
(ii) Call Rates	
(a) Call Costs within Australia	Flagfall 12¢ plus 12¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	12¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(iii) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer, or a Handset Payment Plan the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 24 months.

Simple 12 with Think Mobile Classic network option (not available for new connections)

(i) Access Fee per Month	\$12.00 (with up to \$12.00 of Included Call Value)
(ii) Call Rates	
(a) Call Costs within Australia	Flagfall 20¢ plus 12¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	12¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(iii) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer, or a Handset Payment Plan the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 24 months.

Think \$36 Cap (not available for new connections)

(i) Minimum Monthly Fee	\$18.00 (with up to \$18.00 of Included Call Value)
(ii) Monthly Cap Level	\$36.00 (with up to \$130.00 of Included Call Value)
(iii) Call Types excluded from Included Call Value	None
(iv) Additional Call Charges	Call charges in excess of the Included Call Value as listed in item (ii), or excluded from the Included Call Value as listed in item (iii) above will be charged in addition to the Minimum Monthly Fee or the Monthly Cap Level as the case dictates.
(v) Call Rates	
(a) Call Costs within Australia	Flagfall 25¢ plus 35¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	20¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(vi) Contract Term	SIM only connections have no minimum term. If connected in conjunction with a Free Handset Offer, or a Handset Payment Plan the minimum term is 12 months unless otherwise indicated. Some Free Handset Offers may have a minimum term of 24 months.

Think 10to1 Cap Think Mobile Classic network option only (not available for new connections)

(i) Minimum Monthly Fee	\$50.00
(ii) Monthly Cap Level	\$50.00 (with up to \$500.00 of Included Call Value)
(iii) Call Types excluded from Included Call Value	Premium Calls and Premium SMS (19xx), Special Calls, International Roaming Calls
(iv) Additional Call Charges	Call charges in excess of the Included Call Value as listed in item (ii), or excluded from the Included Call Value as listed in item (iii) above will be charged in addition to the Minimum Monthly Fee or the Monthly Cap Level as the case dictates.
(v) Call Rates	
(a) Call Costs within Australia	Flagfall 40¢ plus 40¢ per 30 seconds
(b) Incoming Calls	Free
(c) Text Messages	29¢
(d) International Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(e) Special and Value Added Calls	Subject to variation – contact Think Mobile customer care on 1300 2 THINK (1300 2 84465) prior to calling for current rates or see www.thinkmobile.com.au
(vi) Contract Term	SIM only connections have no minimum term.