

Standard Pricing Table

1 How things are calculated

1.1 Charges for Calls

- 1.1.1 A call duration is calculated from the time your call is answered to the time the call is finished.
- 1.1.2 All calls are billed in whole minutes. This means that charges for a part of 1 minute will be rounded up to a full minute.
- 1.1.3 Most calls incur a Flagfall, so have a look at the pricing details for what the appropriate flagfall is.
- 1.1.4 To calculate the time of a call we will use the local time recorded at the first mobile switching centre through which your call passes. This may not be the local time at the place you are located.

1.2 Charges for SMS & MMS

- 1.2.1 A standard SMS is 160 characters long. Your mobile (like most new ones) lets you send a long SMS that is in fact multiple SMSs joined together. If you send a long SMS (i.e. one that's longer than 160 characters) then from a billing point of view the message is broken into 160 character messages, with each separate message charged at the standard rate per message.
- 1.2.2 A standard MMS is charged per message. Each MMS is charged at the standard rate per message.

1.3 Charges for Mobile Data

- 1.3.1 Mobile data is billed in KB increments per session. All mobile data is billed in KB increments therefore if you use part of 1 KB, it will be rounded up to the next full KB.
- 1.3.2 A session is a data transaction between your mobile handset and an Internet destination. Examples of an Internet destination are smartphone applications or websites.
- 1.3.3 The handset usually controls when a session begins and ends. Some phones operate whereby a single session involves browsing a number of webpages whilst other will start a new session each time your email is updated or you use a smartphone application.
- 1.3.4 Data is rolled up as follows: 1000 KB = 1 MB, 1000 MB = 1 GB.
- 1.3.5 During a session, your service does not necessarily connect to the nearest tower as there could be full capacity on that tower. Hence it may search for another tower that can provide a better connection. The tower range can be approximately 30 kilometres.

2 Disconnection of Inactive Services



2.1 What's an inactive service

- 2.1.1 Any service which has not been tolling (i.e. has chargeable outbound usage – such as placing a phone call) for a period of 90 days will be deemed to be inactive and will be cancelled by Live Connected.
- 2.1.2 If your service is cancelled as a result of being inactive, you may be liable for Early Termination Charges.

3 Different network related charging terms

3.1 Calls, Text to Off-net

- 3.1.1 These are calls & text to services that are not the Optus mobile network.

3.2 Calls, Text to On-net, Off-Account

- 3.2.1 These are calls & text to services that are on the Optus mobile network but not with Live Connected.

3.3 Calls, Text to On-net, On-Account

- 3.3.1 These are calls & text to services that are on Live Connected.

4 Other Charges

4.1 Changing your number

- 4.1.1 You can change the number of your service to a new number.
- 4.1.2 There is a charge of \$20 per number change.

4.2 Change of Account Holder

- 4.2.1 You may wish to transfer one service to another service.
- 4.2.2 If you are changing accounts for a BYO service, the cost is \$20 per event.
- 4.2.3 If you are changing accounts for a Handset service on a contract, there may be Early Termination Charges along with \$40 per event.

4.3 Late Payment Charge

4.3.1 If you haven't paid a bill by the due date we may at our discretion charge you a late payment fee as follows:

4.3.1.1 A late payment fee of \$10 per event will be charged OR a late payment fee of 10% of the outstanding amount, per event will be charged, whichever is greater.

4.4 Interest

4.4.1 We reserve the right to charge interest on any part of the charges not paid to us by the due date. Interest calculated daily, will be charged from the due date until payment at a rate of 9% per annum being the rate we currently charge. We will notify you of changes to the rate from time to time.

4.5 Dishonored Payment Charge

4.5.1 If payment on your nominated credit card fails, you will be charged \$20 per event.

4.6 Collecting Agent Charge

4.6.1 If your account is overdue, we may engage an agent to recover money that you owe us, or we may sell our debt to a collections agent.

4.6.2 We will pass onto you all fees and charges that we incur in recovering the outstanding amounts from you.

4.6.3 You will also be charged an additional \$50 administration fee.

4.7 Reactivation Charge

4.7.1 If your SIM has been suspended or disconnected you will be charged \$25 per event.

4.8 Replacing your SIM card

4.8.1 A replacement SIM card costs \$20 per event.

4.9 Historic Billing Information

4.9.1 You can request billing information that is older than 24 months and up to 6 years old.

4.9.2 We will provide your historic billing information by email to the nominated email address.

4.9.3 The cost is \$30 per request.

4.10 Chargeback Charge

4.10.1 If a chargeback is processed through your financial provider, then you will also be charged an additional \$40 as a chargeback fee.

4.11 Supplementary Charges

4.11.1 If you choose to pay by BPay please note that a \$1 surcharge will apply per transaction and will be applied to your next invoice.

5 iOS related charges

5.1.1 Various iOS and smartphone devices let you use an over the top service to make calls and send text messages. These services are sent using Data rather than the native Voice and text capabilities of the mobile network.

5.2 FaceTime

5.2.1 Facetime on your iPhone enables you to make video calls with another iPhone over a WiFi network.

5.2.2 Facetime works as follows:

5.2.2.1 Your iPhone sends an international SMS to Apple in UK as part of the registration process.

5.2.2.2 You will be charged \$0.25 every time you use Facetime.

5.2.2.3 You will also be charged \$0.25 every time you re-insert your SIM card into your iPhone.

5.2.3 We will charge you \$0.25/SMS as per international SMS charges for each occasion listed above.

5.3 iMessage

5.3.1 iMessage enables you to send messages to another iPhone.

5.3.2 iMessage works as follows:

5.3.2.1 When initially setting up iMessage, your iPhone will send an international SMS in order to activate the iMessage service with Apple and you will be charged \$0.25/SMS as per international SMS charges.

5.3.2.2 iMessage automatically checks if the contact that you will be sending a message has an Apple ID associated with their device.

5.3.2.3 When an iMessage is sent, you are charged for data usage rather than SMS usage therefore data charges will apply when using iMessage.

5.3.2.4 If you turn iMessage off and on, your iPhone will need to send another international SMS to Apple and you will be charged \$0.25/SMS as per international SMS charges.

5.3.3 We will charge you \$0.25/SMS as per international SMS charges for each occasion listed above.

5.4 Other Apple registration Charges

5.4.1 We will charge you for any additional Apple Registration Charges that require international SMS registration.

5.4.2 We will charge you \$0.25/SMS as per international SMS charges for each occasion.

6 International Roaming



6.1 International Roaming Activation Charge

6.1.1 There is a \$10 activation charge for each time that international roaming is activated for you.

6.2 Charges for Calls, SMS, MMS and Data

6.2.1 All calls, SMS, MMS, and Data usage will be charged at international roaming rates from the country of origin to Australia. 6.2.2

All charges are outside your cap allowance.

6.3 Access to voicemail

6.3.1 Access to voicemail while you are overseas will be charged as international roaming from the country of origin to Australia. 6.3.2

All charges for accessing voicemail are outside your cap allowance.

6.4 Tips when roaming

6.4.1 All roaming charges are excluded from the plan's included value and GPRS/data roaming is also excluded from all data packs including Mobile Internet Packs.

6.4.2 Charges apply for both making and receiving a call when roaming overseas.

6.4.3 To avoid accidental use and unnecessary roaming charges, mobile phone keypads should be locked after use.

6.5 Costs of Roaming

6.5.1 When you make a call or send an SMS you will be charged the rate for the zone they are in. When someone calls you (from Australia or overseas), you will be charged the normal cost of a call or SMS to a mobile in Australia.

6.5.2 Voice and Video Calls are billed per minute.

6.5.3 Roaming charges vary depending on the Zone you are in. Zones are below:

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Bangladesh	Botswana	Algeria	Anguilla	Afghanistan
Cyprus	Curacao & Bonaire	Austria	Antigua & Barbuda^	Albania
Isle of	East Timor	Bahrain	Aruba	Argentina^
Man Macau	Finland	Brunei	Barbados	Armenia
Norway	Georgia	Costa Rica	Belgium	Azerbaijan
	Ghana	Denmark	Bermuda^	Belarus
	Greece	El Salvador †	Bolivia^	Belize^
	Malaysia	Faroe Islands	Bosnia Herzegovina	Bhutan
	Oman	Fiji	Brazil	Cameroon

	Pakistan	France	Bulgaria	Chile [^]
	Singapore	Gibraltar	Cambodia	China
	South Africa	Guam & the Northern Marianas [^]	Canada ^{^§}	Croatia
	Taiwan	Hong Kong	Cayman Is.	Czech Republic
	Thailand	Iceland	Colombia [^]	Dominican Republic [^]
	Vietnam	Iran	Cook Islands	Egypt
		Japan [‡]	Germany	Estonia
		Jersey	Grenada	Ethiopia [*]
		Jordan	Guatemala	French Guiana
		Korea (South) [‡]	Guernsey	Guinea
		Laos	Guinea Bissau	India
		Lebanon	Guyana	International
		Liberia	Haiti	Airspace
		Liechtenstein	Hungary	- AeroMobile
		Luxembourg	Indonesia	Israel
		Mauritania [*]	Iraq	Ivory Coast
		Monaco	Ireland	Kazakhstan
		Nauru	Italy	Kenya
		Netherlands	Jamaica	Kuwait
		New Caledonia	Kyrgyzstan	Latvia
		New Zealand	Macedonia	Lithuania
		Nigeria	Malawi	Madagascar
		Puerto Rico [^]	Maritime	Maldives
		Seychelles	Mauritius	Malta
		Slovak Republic	Mozambique	Mexico [^]
		Sudan	Namibia	Mongolia
		Switzerland	Nepal	Morocco
		Tonga	Papua New Guinea	Panama [‡]
		UK	Palestine	Peru [^]
		Uganda	Paraguay [^]	Portugal
		Uruguay	Philippines	Qatar
		USA ^{^§}	Poland	Reunion Islands
		US Virgin Is [^] .	Samoa	Romania
		Vanuatu	San Marino	Russia
		Yemen	Senegal	Saudi Arabia
			Slovenia	Serbia & Montenegro
			Solomon Islands	Sri Lanka

			Spain St. Lucia St Kitts & Nevis St. Vincent Sweden Syria Tahiti Trinidad Tunisia Turks & Caicos United Arab Emirates Vatican City Venezuela ^{^†} Zambia	Tajikistan Tanzania Turkey Ukraine Uzbekistan Zimbabwe
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[^] Requires a GSM 1900MHz compatible (tri-band) handset [†] Requires a GSM 850MHz compatible (quad-band) handset

[‡] Requires a W-CDMA (3G) compatible handset

* SMS services not currently available here

§ Requires a 3G 850/1900 handset for 3G Roaming. Some handsets may not be supported by all networks.

3G Roaming requires compatible mobiles/devices to use GPRS and 3G data. To make and receive video calls, both calling and receiving parties require a 3G mobile and must be located in a 3G coverage area on a network that supports video calling.

6.5.4 You pay the zonal rate for receiving calls in the country the user is roaming in, as below.

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
National Voice Calls within the same country (per minute)	\$0.65	\$1.30	\$1.65	\$1.90	\$2.10
International Voice Calls outside the country you are in (per minute)	\$1.40	\$2.35	\$3.50	\$5.80	\$6.60
To receive Voice Calls (per minute)	\$0.95	\$1.10	\$1.45	\$1.65	\$1.80
National Video Calls within the same country (per minute)	\$1.25	\$2.00	\$2.50	\$3.00	\$3.50
International Video Calls outside the country you are in (per minute)	\$2.75	\$3.30	\$4.75	\$5.95	\$6.75
To receive Video Calls (per minute)	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00
Flagfall (per outgoing Voice and Video call)	\$0.40				

SMS to an Australian number (per 160 numbers)	\$0.55 roaming fee + standard SMS rate
SMS to a non-Australian number (per 160 numbers)	\$0.55 roaming fee + standard international SMS rate
To receive SMS	\$0.00
MMS to an Australian number (per message)	\$0.55 roaming fee + standard MMS rate + \$0.20 per 10 KB
MMS to a non-Australian number (per message)	\$0.55 roaming fee + standard international MMS rate + \$0.20 per 10 KB
To receive MMS (per message)	\$0.20 per 10 KB
GPRS / 3G Data	\$0.20 per 10 KB

6.6 Using the mobile while on a cruise

- 6.6.1 When a call is made, an SMS sent or data used, you will be charged the AutoRoam™ rate for the zone of Maritime (Zone 4). When the ship is approaching port, the in-ship system will turn itself off. The user may lose their mobile service until the ship reaches the port. Once in port, the user can connect to the local roaming network at which point you will be charged the AutoRoam™ rate for the country they are in.
- 6.6.2 To find which cruise users can use their mobile on, access www.mcp.com; www.cellularatsea.com; www.siminn.co.uk and www.seanet.se

6.7 Using Voicemail Overseas

- 6.7.1 To retrieve a message, users can SMS 'A' to 321 and Voicemail will call them back or they can access Voicemail by calling +61 4 1100 0321. Standard roaming charges apply for both options.

6.8 Important Notes about Roaming

- 6.8.1 AutoRoam is not automatically connected. Activation is subject to acceptance by Optus and can be terminated without notice.
- 6.8.2 AutoRoam rates are subject to change without notice, due to fluctuations in international currency exchange rates and changes to charges imposed by overseas networks.
- 6.8.3 Live Connected and our host network Optus makes no guarantee regarding the quality and availability of coverage or any services (e.g. SMS, GPRS).
- 6.8.4 It may take several months for roaming charges to appear on your account.

7 Miscellaneous



7.1 Invoicing

7.1.1 We will only send you a digital invoice for your usage to your nominated email address.

7.1.2 We do not issue paper invoices.

7.2 Mobile Prepayment Security Deposit

7.2.1 All Live Connected services are paid in advance, you must pay the monthly recurring charges in advance at all times. In addition, you must make a prepayment for or any potential non-payment. The security deposit amount is \$20. The security deposit will be debited from your nominated payment method along with your next monthly invoice payment. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment if and when required. When that happens, Live Connected will debit a sufficient amount from your nominated payment method to restore your security deposit to \$20. You authorise Live Connected to make such debits to your nominated payment method. If your account does not fall into arrears or default, there will be no automatic top-ups. Your service will become inactive if our attempts to debit your nominated payment method are unsuccessful. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your nominated payment method may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to pay any outstanding amounts on your account. In the event that you receive a final invoice from Live Connected, your security deposit will be utilised as payment on the amount owing and any balance remaining will be credited back to your nominated payment method.