

SUPA PLAN Standard Rate Table

Service Description	Rate AUD\$ (per minute)	Flagfall
Voicemail Retrieval (121, 1211, 1212, 1213, 1218, 1219)	\$0.00 *	\$0.35
Call Forward	\$0.00 *	\$0.35
Hello Mobile Customer Care via 126 999	Free	\$0.00
Hello Mobile Customer Care via 1300 126 999 from Hello Mobile	\$0.05 *	\$0.35
Hello Mobile Customer Care via 1300 126 999 from other service provider	Service Provider's standard rate	
Information Services (123, 122)	\$1.75 *	\$1.75
Directory Assistance (1223, 013)	\$0.00	\$3.50
Emergency Services number (000, 112)	Free	\$0.00
1300 and 13 Service numbers (13xx)	\$0.05 *	\$0.35
1800 numbers (18xx)	\$0.05 *	\$0.35
Re-route services	\$1.00 *	\$0.35
Inmarsat Numbers	\$18.80 *	\$3.50
MobileSat (+0145)	\$18.80 *	\$3.50
Iterra (0071)	\$3.50 *	\$0.35
Ships at Sea (12458)	\$6.15 *	\$0.35
GPRS 3G Domestic	\$0.03 per MB **	N/A
GPRS Roaming	N/A	N/A
SMS Delivery Report	\$0.10 per event	N/A
SMS - National & International	\$0.10 per event	N/A
MMS	\$0.75 per event	N/A
Video MMS	\$0.90 per event	N/A
Domestic Video Calls	\$1.00 *	\$0.35
Standard Domestic Voice Calls	\$0.00 *	\$0.35
Standard International Voice Calls	Vary per destination *	\$0.35
Hello Mobile to Hello Mobile Voice Calls	\$0.00 *	\$0.10

Other Charges

SIM Replacement Fee	\$30.00
Number Change Fee	\$75.00
Call Records	\$2.20 per paper bill
Reconnection Fee	\$15.00
Unbarring Fee (payable when customer request Hello Mobile to bar a feature of the Service and subsequently requests that the feature be unbarred)	\$27.50
Product Return Fee	\$30.00
Admin fee for items returned as faulty but not faulty	\$30.00

* All calls are rounded up to 60 seconds and final charges rounded up to next 5¢ for all calls. Fair Use Policy applies.

** GPRS 3G Domestic usage charges rounded up to the next 1¢ for all sessions.

International Rate Table

Country	Rate AUD\$ per min *	Flagfall
Afghanistan	0.49	0.35
Afghanistan Mobile	0.49	0.35
Albania	0.29	0.35
Albania Mobile	0.29	0.35
Algeria	0.19	0.35
Algeria Mobile	0.59	0.35
American Samoa	0.15	0.35
Andorra	0.07	0.35
Andorra Mobile	0.39	0.35
Angola	0.29	0.35
Angola Mobile	0.29	0.35
Anguilla	0.33	0.35
Antarctica Islands	1.39	0.35
Antigua Barbuda	0.25	0.35
Argentina	0.05	0.35
Argentina Mobile	0.29	0.35
Armenia	0.19	0.35
Armenia Mobile	0.29	0.35
Aruba	0.39	0.35
Aruba Mobile	0.39	0.35
Ascension Island	2.09	0.35
Austria	0.05	0.35
Austria Mobile	0.29	0.35
Azerbaijan	0.29	0.35
Azerbaijan Mobile	0.59	0.35
Bahamas	0.12	0.35
Bahrain	0.15	0.35
Bahrain Mobile	0.15	0.35
Bangladesh	0.08	0.35
Bangladesh Mobile	0.08	0.35
Barbados	0.25	0.35
Belarus	0.49	0.35
Belarus Mobile	0.49	0.35
Belgium	0.05	0.35
Belgium Mobile	0.29	0.35
Belize	0.49	0.35
Belize Mobile	0.49	0.35
Benin	0.45	0.35

Country	Rate AUD\$ per min *	Flagfall
Benin Mobile	0.45	0.35
Bermuda	0.15	0.35
Bhutan	0.29	0.35
Bhutan Mobile	0.29	0.35
Bolivia	0.19	0.35
Bolivia Mobile	0.19	0.35
Bosnia	0.25	0.35
Bosnia Herzegovina Mobile	0.55	0.35
Botswana	0.25	0.35
Botswana Mobile	0.45	0.35
Brazil	0.05	0.35
Brazil Mobile	0.19	0.35
Brunei	0.12	0.35
Brunei Mobile	0.12	0.35
Bulgaria	0.09	0.35
Bulgaria Mobile	0.49	0.35
Burkina Faso	0.29	0.35
Burkina Faso Mobile	0.29	0.35
Burundi	0.20	0.35
Burundi Mobile	0.20	0.35
Cambodia	0.08	0.35
Cambodia Mobile	0.08	0.35
Cameroon	0.35	0.35
Cameroon Mobile	0.45	0.35
Canada	0.03	0.35
Cape Verde Islands	0.29	0.35
Cape Verde Islands Mobile	0.49	0.35
Cayman Islands	0.15	0.35
Central African Republic	0.55	0.35
Chad	0.35	0.35
Chad Mobile	0.35	0.35
Chile	0.05	0.35
Chile Mobile	0.25	0.35
China	0.03	0.35
China Mobile	0.03	0.35
Colombia	0.05	0.35
Colombia Mobile	0.12	0.35
Comoros	0.79	0.35

Country	Rate AUD\$ per min *	Flagfall
Congo	0.79	0.35
Congo Mobile	0.59	0.35
Cook Islands	0.99	0.35
Costa Rica	0.09	0.35
Costa Rica Mobile	0.09	0.35
Croatia	0.05	0.35
Croatia Mobile	0.29	0.35
Cuba	1.69	0.35
Cyprus South	0.09	0.35
Cyprus South Mobile	0.09	0.35
Czech Republic	0.05	0.35
Czech Republic Mobile	0.19	0.35
Denmark	0.05	0.35
Denmark Mobile	0.29	0.35
Diego Garcia	1.39	0.35
Djibouti	0.69	0.35
Dominica	0.19	0.35
Dominican Republic	0.19	0.35
East Timor	1.99	0.35
East Timor Mobile	1.99	0.35
Ecuador	0.19	0.35
Ecuador Mobile	0.29	0.35
Egypt	0.15	0.35
Egypt Mobile	0.15	0.35
El Salvador	0.39	0.35
Equatorial Guinea	0.45	0.35
Eritrea	0.49	0.35
Eritrea Mobile	0.49	0.35
Estonia	0.07	0.35
Estonia Mobile	0.59	0.35
Ethiopia	0.49	0.35
Ethiopia Mobile	0.49	0.35
Faeroe Islands	0.33	0.35
Falkland Islands	0.89	0.35
Fiji	0.39	0.35
Fiji Mobile	0.39	0.35
Finland	0.09	0.35
Finland Mobile	0.29	0.35
France	0.05	0.35
France Mobile	0.19	0.35
French Guiana	0.15	0.35
French Guiana Mobile	0.39	0.35

Country	Rate AUD\$ per min *	Flagfall
French Polynesia	0.39	0.35
French Polynesia Mobile	0.49	0.35
Gabon	0.40	0.35
Gambia	0.79	0.35
Gambia Mobile	0.79	0.35
Georgia	0.15	0.35
Georgia Mobile	0.25	0.35
Germany	0.05	0.35
Germany Mobile	0.19	0.35
Ghana	0.39	0.35
Ghana Accra	0.39	0.35
Ghana Mobile	0.49	0.35
Gibraltar	0.09	0.35
Gibraltar Mobile	0.49	0.35
Greece	0.05	0.35
Greece Mobile	0.29	0.35
Greenland	0.99	0.35
Grenada	0.39	0.35
Guadeloupe	0.09	0.35
Guadeloupe Mobile	0.39	0.35
Guam	0.07	0.35
Guatemala	0.25	0.35
Guinea	0.89	0.35
Guinea Mobile	0.89	0.35
Guyana	0.45	0.35
Guyana Mobile	0.45	0.35
Haiti	0.45	0.35
Haiti Mobile	0.45	0.35
Honduras	0.29	0.35
Hong Kong	0.02	0.35
Hong Kong Mobile	0.02	0.35
Hungary	0.04	0.35
Hungary Mobile	0.29	0.35
Iceland	0.05	0.35
Iceland Mobile	0.29	0.35
India	0.03	0.35
India Mobile	0.03	0.35
Indonesia	0.10	0.35
Indonesia Jakarta	0.05	0.35
Indonesia Mobile	0.15	0.35
Iran	0.15	0.35
Iran Mobile	0.19	0.35

Country	Rate AUD\$ per min *	Flagfall
Iraq	0.09	0.35
Iraq Mobile	0.19	0.35
Ireland	0.05	0.35
Ireland Mobile	0.35	0.35
Israel	0.05	0.35
Israel Mobile	0.19	0.35
Italy	0.05	0.35
Italy Mobile	0.25	0.35
Ivory Coast	0.29	0.35
Ivory Coast Mobile	0.39	0.35
Jamaica	0.19	0.35
Japan	0.05	0.35
Japan Mobile	0.22	0.35
Jordan	0.12	0.35
Jordan Mobile	0.15	0.35
Kazakhstan	0.19	0.35
Kenya	0.16	0.35
Kenya Mobile	0.16	0.35
Kiribati	0.99	0.35
Kiribati Mobile	0.99	0.35
Korea North	0.89	0.35
Korea South	0.05	0.35
Korea South Mobile	0.05	0.35
Kosovo Mobile	0.59	0.35
Kuwait	0.09	0.35
Kuwait Mobile	0.19	0.35
Kyrgyzstan	0.19	0.35
Kyrgyzstan Mobile	0.19	0.35
Laos	0.08	0.35
Laos Mobile	0.08	0.35
Latvia	0.39	0.35
Latvia Mobile	0.39	0.35
Lebanon	0.19	0.35
Lebanon Mobile	0.29	0.35
Lesotho	0.39	0.35
Lesotho Mobile	0.39	0.35
Liberia	0.39	0.35
Libya	0.59	0.35
Libya Mobile	0.59	0.35
Liechtenstein	0.15	0.35
Liechtenstein Mobile	0.15	0.35
Lithuania	0.05	0.35

Country	Rate AUD\$ per min *	Flagfall
Lithuania Mobile	0.29	0.35
Luxembourg	0.05	0.35
Luxembourg Mobile	0.29	0.35
Macau	0.09	0.35
Macau Mobile	0.09	0.35
Macedonia	0.25	0.35
Macedonia Mobile	0.59	0.35
Madagascar	0.49	0.35
Madagascar Mobile	0.49	0.35
Malawi	0.19	0.35
Malawi Mobile	0.19	0.35
Malaysia	0.03	0.35
Malaysia Mobile	0.05	0.35
Maldives	1.39	0.35
Mali	0.39	0.35
Malta	0.05	0.35
Malta Mobile	0.29	0.35
Mariana Island	0.15	0.35
Marshall Islands	0.49	0.35
Martinique	0.09	0.35
Martinique Mobile	0.39	0.35
Mauritania	0.35	0.35
Mauritania Mobile	0.35	0.35
Mauritius	0.29	0.35
Mauritius Mobile	0.29	0.35
Mayotte	0.45	0.35
Mayotte Mobile	0.55	0.35
Mexico	0.05	0.35
Mexico Mobile	0.19	0.35
Micronesia	0.39	0.35
Moldova	0.29	0.35
Moldova Mobile	0.29	0.35
Monaco	0.05	0.35
Monaco Mobile	0.29	0.35
Mongolia	0.19	0.35
Mongolia Mobile	0.19	0.35
Montenegro	0.29	0.35
Montenegro Mobile	0.55	0.35
Montserrat	0.25	0.35
Morocco	0.09	0.35
Morocco Mobile	0.69	0.35
Mozambique	0.15	0.35

Country	Rate AUD\$ per min *	Flagfall
Mozambique Mobile	0.39	0.35
Myanmar	0.49	0.35
Myanmar Mobile	0.49	0.35
Namibia	0.25	0.35
Namibia Mobile	0.35	0.35
Nauru	1.69	0.35
Nauru Mobile	1.69	0.35
Nepal	0.19	0.35
Nepal Mobile	0.29	0.35
Netherlands	0.05	0.35
Netherlands Antilles	0.25	0.35
Netherlands Mobile	0.25	0.35
Nevis St Kitts	0.39	0.35
New Caledonia	0.39	0.35
New Zealand	0.05	0.35
New Zealand Mobile	0.29	0.35
Nicaragua	0.19	0.35
Niger	0.15	0.35
Niger Mobile	0.29	0.35
Nigeria	0.19	0.35
Nigeria Mobile	0.19	0.35
Niue	0.99	0.35
Norfolk Island	1.39	0.35
Norway	0.05	0.35
Norway Mobile	0.29	0.35
Oman	0.29	0.35
Oman Mobile	0.49	0.35
Pakistan	0.07	0.35
Pakistan Mobile	0.15	0.35
Palau	0.45	0.35
Palestine	0.35	0.35
Palestine Mobile	0.35	0.35
Panama	0.07	0.35
Panama Mobile	0.22	0.35
Papua NG	0.99	0.35
Papua NG Mobile	0.99	0.35
Paraguay	0.15	0.35
Paraguay Mobile	0.15	0.35
Peru	0.07	0.35
Peru Mobile	0.25	0.35
Philippines	0.19	0.35
Philippines Mobile	0.29	0.35

Country	Rate AUD\$ per min *	Flagfall
Poland	0.05	0.35
Poland Mobile	0.19	0.35
Portugal	0.05	0.35
Portugal Mobile	0.19	0.35
Puerto Rico	0.05	0.35
Qatar	0.35	0.35
Qatar Mobile	0.35	0.35
Reunion Island	0.19	0.35
Reunion Island Mobile	0.39	0.35
Romania	0.05	0.35
Romania Mobile	0.19	0.35
Russia	0.09	0.35
Russia Mobile	0.15	0.35
Rwanda	0.25	0.35
Rwanda Mobile	0.25	0.35
San Marino	0.07	0.35
San Marino Mobile	0.15	0.35
Sao Tome	1.89	0.35
Sao Tome Mobile	1.39	0.35
Saudi Arabia	0.19	0.35
Saudi Arabia Mobile	0.19	0.35
Senegal	0.29	0.35
Senegal Mobile	0.49	0.35
Serbia	0.25	0.35
Serbia Mobile	0.49	0.35
Serbia Montenegro	0.25	0.35
Seychelles	0.49	0.35
Seychelles Mobile	0.49	0.35
Sierra Leone	0.79	0.35
Sierra Leone Mobile	0.79	0.35
Singapore	0.03	0.35
Singapore Mobile	0.03	0.35
Slovakia	0.25	0.35
Slovakia Mobile	0.39	0.35
Slovenia	0.29	0.35
Slovenia Mobile	0.49	0.35
Solomon Islands	1.99	0.35
Somalia	0.75	0.35
South Africa	0.09	0.35
South Africa Mobile	0.25	0.35
Spain	0.05	0.35
Spain Mobile	0.19	0.35

Country	Rate AUD\$ per min *	Flagfall
Sri Lanka	0.19	0.35
Sri Lanka Mobile	0.19	0.35
St Helena	0.69	0.35
St Lucia	0.29	0.35
St Pierre	0.39	0.35
St Vincent Grenadines	0.29	0.35
Sudan	0.29	0.35
Sudan Mobile	0.29	0.35
Suriname	0.29	0.35
Suriname Mobile	0.39	0.35
Swaziland	0.19	0.35
Swaziland Mobile	0.35	0.35
Sweden	0.05	0.35
Sweden Mobile	0.19	0.35
Switzerland	0.05	0.35
Switzerland Mobile	0.19	0.35
Syria	0.19	0.35
Syria Mobile	0.29	0.35
Taiwan	0.05	0.35
Taiwan Mobile	0.19	0.35
Tajikistan	0.25	0.35
Tajikistan Mobile	0.25	0.35
Tanzania	0.25	0.35
Tanzania Mobile	0.25	0.35
Thailand	0.03	0.35
Thailand Mobile	0.03	0.35
Togo	0.79	0.35
Togo Mobile	0.79	0.35
Tokelau	0.99	0.35
Tonga	0.69	0.35
Trinidad Tobago	0.25	0.35
Tunisia	0.79	0.35
Tunisia Mobile	0.79	0.35
Turkey	0.05	0.35
Turkey Mobile	0.14	0.35

Country	Rate AUD\$ per min *	Flagfall
Turkmenistan	0.15	0.35
Turks Caicos	0.29	0.35
Tuvalu	0.79	0.35
UAE	0.29	0.35
UAE Mobile	0.29	0.35
Uganda	0.09	0.35
Uganda Mobile	0.25	0.35
Ukraine	0.15	0.35
Ukraine Mobile	0.25	0.35
United Kingdom	0.05	0.35
United Kingdom Mobile	0.19	0.35
United States	0.05	0.35
Uruguay	0.09	0.35
Uruguay Mobile	0.29	0.35
Uzbekistan	0.19	0.35
Uzbekistan Mobile	0.19	0.35
Vanuatu	0.89	0.35
Venezuela	0.05	0.35
Venezuela Mobile	0.15	0.35
Vietnam	0.08	0.35
Vietnam Mobile	0.08	0.35
Virgin Islands British	0.29	0.35
Virgin Islands US	0.09	0.35
Wallis Futuna	0.99	0.35
Western Samoa	0.69	0.35
Western Samoa Mobile	0.69	0.35
Yemen	0.29	0.35
Yemen Mobile	0.29	0.35
Zaire	0.49	0.35
Zaire Mobile	0.49	0.35
Zambia	0.09	0.35
Zambia Mobile	0.29	0.35
Zimbabwe	0.39	0.35
Zimbabwe Mobile	0.39	0.35

* All calls are rounded up to 60 seconds and Fair Use Policy applies