

Am I able to change my plan?

Absolutely! Reward Mobile is happy to help you choose the most suitable plan for you. As your calling habits change, you may want to change your level of plan. Just contact Reward Mobile on **1300 308 411** for assistance.

You can request a change in plan once a month or when out of contract. They will schedule this plan change to take place at the end of your billing cycle.

If you upgrade your handset you will receive this within 10 days of the upgrade.

Will I need a new SIM card when migrating to Reward Mobile?

No. You will not require a new SIM card when transferring to Reward Mobile. A new SIM card will only be provided should you choose to connect another service or port another number to Reward Mobile from another provider.

If I choose to discontinue my service with Reward Mobile will I incur any penalties?

If your contractual relationship with Reward Mobile is not a fixed term contract then you can discontinue your service at your discretion without penalty. To enquire about how to disconnect, port or if you have a fixed term contract please call Reward Mobile on **1300 308 411**.

What Reward Mobile plans are available?

Reward Mobile has designed a variety of plans to best suit your needs including Handset, Cap and Business Plans. For more information please visit:

www.rewardmobile.com.au

What are Reward Mobile's contact details if I need support?

Reward Mobile's contact details are:

Email support@rewardmobile.com.au

Phone **1300 308 411**
(8am-7pm, Monday-Friday, 9am-1pm Saturday)

Mail **PO Box 1138 North Sydney NSW 2059**



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CHANGING TO REWARD MOBILE IS EASY!



Your questions answered...

I received a letter of notification regarding my current mobile service with AAPT - what is it about?

The letter you received is notification that AAPT has recently assigned your AAPT mobile service to Reward Mobile. Reward Mobile is a new generation mobile services company, dedicated to providing customers with simple, affordable and quality communications.

They provide tailored mobile services to suit the needs of individuals, businesses and families.

Reward Mobile is exclusively powered by the Vodafone Mobile Network which operates a GSM digital mobile network that covers 93% of the Australian population.

Why has AAPT assigned my mobile service to another provider?

AAPT's priority has always been to provide you with the best services at competitive pricing. To continue to achieve this, AAPT will be focussed on bundling our fixed line, with mobile and internet services.

Can AAPT do this?

Yes, under your agreement with AAPT, section 41.1(c) and (d) of the Standard Form of Agreement (SFOA) states "We may assign our rights and obligations under this SFOA to a purchaser of the applicable part of our business, on the condition that the assignee provides the services to you on the same terms and conditions as we provide them to you."

How will this affect me?

You have recently been notified that your service has been assigned to Reward Mobile. Thirty days from this notification you will become a Reward Mobile customer on the Vodafone Mobile Network. Reward Mobile will provide the services to you on the same terms and conditions that AAPT has provided to you.

The enclosed letter will explain when you will receive your last AAPT bill. From then on your invoices will be provided by Reward Mobile.

Do I have to contact Reward Mobile to continue my service?

No! Your service will continue uninterrupted.

What about my handset insurance - will this continue?

Yes. If you currently have mobile phone insurance arranged through AAPT, underwritten by The Hollard Insurance Company via MLH Insurance Brokers, you'll be able to continue to renew this policy by paying your monthly insurance premium to Reward Mobile. Reward Mobile replaces AAPT as the Authorised Representative (AR) on your policy and as such the (AR) number previously stated on the Financial Services Guide will change to 288740 which is Reward Mobile.

I pay my bill by direct debit. Can I still do this with Reward Mobile?

Yes, Reward Mobile offer direct debit via bank account or credit card. They'll contact you soon to advise how you can set this up or you can call Reward Mobile on **1300 308 411** to set up direct debit.

I receive my bill online. Can I still do this with Reward mobile?

Absolutely. You'll receive your first bill from Reward Mobile via traditional mail in which they'll provide you with details on how you can set up your online account with them.

What if I need a new mobile handset?

Reward Mobile can provide you with the latest GSM handsets from all the big name brands such as Nokia, Motorola, Sony-Ericsson, LG and more.

If you cannot find the handset you are after, just give them a call and they may be able to get this for you.

What kind of coverage do I get with Reward Mobile?

Reward Mobile is powered by the Vodafone Mobile Network. The Vodafone Mobile Network covers over 93% of the Australian population. There is no change in coverage compared to your existing service.