

# 4G Mobile Fleet

**\$20**  
per month

2,000  
bonus  
Qantas points  
per plan

Data + Call inclusions reset on the first of each calendar month. All prices include GST. Plan Change fee of \$15 per service. If pooled data total inclusions are exceeded during the calendar month, an excess charge of \$15 per GB applies.

## SMALL 5GB Included

Total min. cost \$720

- ✓ Great shared data allowances
- ✓ Auto Data top up at \$15 per GB
- ✓ Unlimited standard calls
- ✓ Unlimited calls to 13/1800
- ✓ Unlimited SMS/MMS
- ✓ 36 Month Plans

## Share Your Data

Combine eligible plans onto one account to share the data between multiple team members and their devices.

## Super Flexible

Feel safe and secure in the knowledge that you can keep your number when switching to Vonex.

Earn 1 Qantas Point for every \$1 spent on your monthly mobile plans when you agree to a 24 month term. Plus, between now and December 31 2021 we are offering bonus points for each plan connected. See website for details [vonex.com.au/qantas-points](https://vonex.com.au/qantas-points)

 **13 VONEX**  
[vonex.com.au](https://vonex.com.au)

## Critical Information Summary: Mobile Fleet 4G BYO Handset Small 5GB

### Description about this service:

These plans are postpaid mobile services that contain the inclusions listed in the table above. They are for a minimum of 36 month term.

**Eligibility:** Vonex Fleet Mobile Voice plans are available for business customers with an ABN. To be eligible for this product, you must have a minimum of two mobile fleet services.

**Bringing your own device:** You may bring your own mobile device to use with these plans. The device must be unlocked and able to use the Optus 3g/4G network that covers 98.5% of the Australian population.

**Included value:** Monthly inclusions set out in the table above and included usage types are outlined below:

- Standard national calls and text Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions. Data is shared across all fleet services on the one Vonex account.
- If your fleet uses more than your included data we'll automatically give you another 1GB for \$15. Any unused data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads.
- Your monthly included calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international PAYG rates, see our website for details.

If you use your device for services not included in your plan or exceed your monthly allowances, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. Monthly charges are paid in advance & any charges not included in your plan will appear on your next bill after they are incurred.

### Using your service overseas

Standard Global Roaming Rates on these plans are substantial and must be considered before attempting to use this service overseas. To send and receive any call whilst overseas is \$1.50 per minute, and data is \$1 per MB, (see full details on our website). International Roaming is not recommended on these plans due to these costs. Please talk to the Vonex helpdesk about options including the Vonex App and having your number diverted to a voicemail that you can retrieve whilst using local in country data options.

### Bundling

The service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

### Mandatory components

- Vonex Business Mobile Fleet plans must be on the same Vonex Account for the sharing of data usage. Any combination of the Fleet Shared plans can be included on a customers account and the total usage will be pooled. However stand alone plans can not be included on the same account.
- Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.
- Direct Debit is mandatory and the payment will be transacted 4 days after the due date.

### Important Conditions:

**Plan changes:** Plan changes You can change to another eligible plan once per billing period for a \$15 fee.

**Early Termination Charges:** If you cancel your plan early and Early Termination Fee will apply. This is 50% of the monthly plan fee for the remaining months of the contract.

### Usage Information:

Tracking your spend We'll provide you with usage alerts once you've reached approximately: 50%, 85% and 100% of your individual services included data, however any excess data charges will take into account the total pooled usage at the end of the month. Up to date usage of the service can be obtained at 'View My Bill' at [www.vonex.com.au](http://www.vonex.com.au) or contacting customer service on 13VONEX or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au).

**Enquiries, feedback and complaints:** We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) if you have any question, would like to give feedback or make a complaint.

### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions. This summary is valid as of March 2021.

Contact your Channel Partner