

# 4G BROADBAND

Fast 500GB wireless connection



#### 4G network

On-the-go coverage with speeds of up to 40Mbps.



#### Connect instantly

No need for a phone line or professional installation



#### Free delivery

We'll deliver your modem for free, nation wide.

Connect to the internet without a phone line or nbn internet connection. Our 4G wireless broadband is ready to use out of the box. Unlock your potential with 500GB and uncapped speeds.

## 500GB CONNECTION+

Total minimum cost is \$2,880

**\$80**

per month  
uncapped speeds

#### 500Gb allowance

All our 500Gb plans include uncapped upload and download speeds.

#### 4G Network

Enjoy great coverage and data inclusions on our 4G network.

#### Qantas Business Rewards

Earn 1 Qantas Point for every \$1 spent on your monthly plan when you agree to a 36 month term.

#### Keep track

You can check usage, but we'll send you usage alerts once you've reached approximately 50%, 85% and 100% of your data inclusions

#### If you need more

\$12 per 10Gb for data usage over 500Gb to 550Gb. \$12 per Gb for excess data usage over 550Gb

**+ FREE  
Modem**

Normally \$222



Between now and June 30th 2022, earn 1 Qantas Point for every \$1 spent on your monthly 4G Wireless Broadband plan when you agree to a 36 month term\* See website for details [vonex.com.au/qantas-points](http://vonex.com.au/qantas-points)

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

## Critical Information Summary: QBR 4G 500GB Broadband 36 Months

### Information about the service

This is a postpaid Wireless Broadband mobile services that contains a monthly data allowance for use within Australia.

**Eligibility:** Vonex Wireless Broadband mobile plans are available for new services. Plan changes are not possible.

**Minimum Term:** There is 36 months minimum contracted term on this service.

**Equipment Needed:** This plan can only be used with the Vonex-supplied device. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. Coverage will be where Optus 4G network is available.

**Included Data:** Monthly data inclusions are set out in the table above. If you use more than your included data during your billing month we'll automatically give you another 10GB for \$12. If you use more than 50GB of top-up data we will automatically give you further data top us at 1gb for \$12. Data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads

**Speed:** Speeds are variable on the 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic

### 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

- 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 are not possible on this service.

### Early Termination Charges

\$10 per month 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 included data. 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 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au).

You cannot use this service overseas.

### 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 July 2021.

Contact your Channel Partner