

# 4G Wireless Broadband

## Information About the Service

This service is a Wireless Broadband service utilising the Optus 4G Mobile Network and is serviceable wherever the Optus 4G Network is available. 4G Wireless Broadband services deliver a 4G internet connection to your premises and is designed to be used in a fixed location. Vonex Wireless Broadband mobile plans are available for new services. Contract terms available are 1, 12 and 36 months.

The monthly plan fees include Internet access to the customer's premises via the Optus 4G Mobile Network and a SIM configured with hardware purchased or supplied by Vonex.

## Bundling Arrangements

This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill.

## Mandatory Components and Conditions

Compatible hardware is required to use the service and must be supplied by Vonex. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

The selected speed tier is the maximum possible download speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location, local conditions, hardware, software and general traffic.

Monthly data inclusions are set out in the table below. If you use more than your included data during your billing month, Vonex will automatically top up your data allocation with 10GB for \$12. If you use more than 50GB of data, Vonex will automatically charge \$12 for every 1GB beyond 50GB. Data expires at the end of each billing month. Data is counted in kilobytes and includes uploads and downloads.

Service can not be used overseas.

## Information About Pricing

Plan	Monthly fee	Included data	Hardware cost	Contract Terms available	Maximum total contract price	Plan speed
Lite	\$50	200GB	\$222	1 month	\$272	Capped at 12/1 Mbps
Connection	\$80	500GB	\$122	12 months	\$1082	Uncapped
Connection Plus	\$80	500GB	\$0	36 months	\$2880	Uncapped

### Notes:

- QBR points are not available with this service.
- Hardware fees are mandatory with this service.
- Service and plan availability is dependent on service qualification.
- Plan changes are not available with this service.

At the end of the contract term, the Vonex monthly charges will continue at the same rate.

## Early Termination Charges

If you cancel the service before the end of any applicable contract term, a fee of \$10 times the remaining months of the contract will be payable to Vonex.

## Billing and Usage Information

Vonex will 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).

All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

## 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 questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vonex.com.au/policies](http://www.vonex.com.au/policies).

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at [www.tio.com.au](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.