

# 4G Mobile

## Information About the Service

This service is a 4G mobile voice and data service utilising the Optus 4G Mobile Network and is serviceable wherever the Optus 4G Network is available. 4G Mobile services deliver a 4G mobile connection to your mobile device. Contract terms available are 12 and 24 months.

The monthly plan fees include local, national and mobile calls, SMS and MMS to standard national mobile numbers, calls to 13, 1300 and 1800 numbers, a data allowance and a physical SIM configured with the Optus 4G Mobile Network.

## 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

A compatible mobile device is required to use the service and must be supplied by the customer. The device must be unlocked and able to use the Optus 3g/4G network that covers 98.5% of the Australian population.

Your monthly included calls, SMS 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 rates.

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 and charge \$15 for every 1GB. Data expires at the end of each billing month. Data is counted in kilobytes and includes uploads and downloads.

## Information About Pricing

Plan	Small		Medium		Large		Extra Large	
Monthly Fee	\$20		\$30		\$50		\$60	
Included Data	6GB		20GB		50GB		100GB	
Standard Calls	Unlimited							
SMS and MMS	Unlimited							
Calls to 13/1300/1800	Unlimited							
Minimum Total Contract Price	12 Months	24 Months	12 Months	24 Months	12 Months	24 Months	12 Months	24 Months
	\$240	\$480	\$360	\$720	\$600	\$1200	\$720	\$1440
Bonus QBR Points	N/A	2000	N/A	3000	N/A	5000	N/A	6000

### Notes:

- Bonus QBR points are only available on 24 month contracts with 1 additional point for every \$1 spent on monthly fees.
- Plan changes incur a \$15 plan change fee.
- No establishment fees apply for this service.

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

**Using your service overseas:** Standard Global Roaming Rates on these plans are substantial and must be considered before attempting to use this service overseas. Sending and receiving any call whilst overseas is charged \$1.50 per minute, and data is charged at \$1 per MB. 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.

If you use your device for services not included in your plan or exceed your monthly allowances, additional fees may apply. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

## Early Termination Charges

If you cancel the service before the end of any applicable contract term, a fee of 50% of the monthly rental 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.