

# 5G Wireless Broadband

## Information About the Service

This service is a Wireless Broadband service utilising the Optus 5G Mobile Network and is serviceable wherever the Optus 5G Network is available. 5G Wireless Broadband services deliver a 5G 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. The minimum contract term is 24 months.

The monthly plan fees include Internet access to the customer's premises via the Optus 5G 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 Vonex does provide other telco services that can be included on one bill. Discounts are offered if this service is bundled with an eligible Vonex VoIP product.

## Mandatory Components and Conditions

The 5G Internet service is only available in limited areas of the Optus 5G Network, there may be limitations that affect your ability to access the service on the 5G network at your address. The service qualification is an indication that you are within a 5G serviceable area and does not guarantee that your address is 5G serviceable. If you are unable to establish a 5G connection within the first 30 days, the Vonex contract will be cancelled without penalty.

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 Vonex-supplied modem remains the property of Vonex during your contracted period.

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.

This service must be used at the address provided during the service check or order. If at any time it's detected that the Vonex supplied modem has been or is being used at a different location other than that provided to Vonex, Vonex reserves the right to suspend or cancel your 5G Internet service.

Service cannot be used overseas.

## Information About Pricing

Plan	Month ly Fee	Bundled Monthly Fee	Included Data	Speed Tier	Minimum Total Charge		Minimum Total Charge Bundled	
					24 Months	36 Months	24 Months	36 Months
Swift	\$80	\$70	Unlimited	Max. 100Mbps	\$1920	\$2880	\$1680	\$2520
Rapid	\$100	\$90		Unlimited	\$2400	\$3600	\$2160	\$3240

### Notes:

- Service and plan availability is dependant on service qualification.
- Plan changes are not available with this service.
- Bundle discount is only available when bundled with an eligible Vonex VoIP service.

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

### **Bundling**

Bundled plans are only available when the nbn service is paired with an eligible Voice service, Voice Lite plans (PAYG) are not eligible to be bundled. Each discounted nbn Bundle Plan is only available with one corresponding Voice product and/or additional extensions. Cancellation of the voice service will forfeit the bundled plan and restore the service back to a standard nbn plan.

## **Service Cancellation**

If the service is cancelled, the last monthly access fee is payable in full. If the service is cancelled prior to the contract end date a cancellation fee will apply. The maximum cancellation fee payable is 75% of the total of the remaining monthly access fees for the contract term. In addition, a fee will apply if the supplied modem is not returned to Vonex within 30 days. This charge will also apply if the modem is returned in a poor or non-functional condition.

## **Billing and Usage Information**

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 prices include GST. All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required unless otherwise approved by Vonex. The payment term is 14 days from the invoice issue date.

## **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.