

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. This service delivers a 4G mobile connection to your mobile device over 700MHZ to 2600MHZ frequencies were available. The minimum contract term is 1 month.

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 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 service with a 1 GB bolt-on and charge \$10 for every 1 GB. Data expires at the end of each billing month. Data is counted in kilobytes and includes uploads and downloads.

For information regarding SMS Sender ID Register, please [click here](#).

Overseas roaming is not available with this service.

Information About Pricing

Plan		Starter	Plus	Pro
Monthly Fee		\$21	\$30	\$50
Included Data		8GB	30GB	60GB
Standard Calls		Unlimited		
SMS and MMS		Unlimited		
Calls to 13/1300/1800		Unlimited		
Contract Terms Available		1, 12 and 24 months		
Minimum Total Contract Price	1 Month	\$21	\$30	\$50
	12 Months	\$252	\$360	\$600
	24 Months	\$504	\$720	\$1200

Notes:

- No establishment fees apply for this service.
- If a replacement SIM is required, a \$15 replacement fee will apply.

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.

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.

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 or contacting customer service on **1800 828 668** or emailing 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 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 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.

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.

Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions.