



# 4G BYO Handset

- ✓ Great data allowances
- ✓ Auto Data top up at \$15 per Gb
- ✓ Unlimited calls to 13/1800
- ✓ Unlimited SMS/MMS on all plans
- ✓ 12 Month Plans

## Brilliant Value

If you've got a smartphone you need a smart plan. Get a plan that covers all the everyday stuff and more.

## Big Data Rewards

The more data you use the cheaper it gets, leaving you to check your emails and browse on the go guilt free.

Data + Call inclusions reset on the first of each calendar month.

| Product Options    | S  | M  | L  | XL   |
|--------------------|--|--|--|--|
| Monthly charge     | <b>\$20</b><br>MV20                          | <b>\$30</b><br>MV30                            | <b>\$50</b><br>MV50                            | <b>\$60</b><br>MV60                              |
| Total min. cost    | \$240  | \$360  | \$600  | \$720  |
| Data               | <b>6GB</b><br>\$15 per GB for usage over 6GB | <b>20GB</b><br>\$15 per GB for usage over 20GB | <b>50GB</b><br>\$15 per GB for usage over 50GB | <b>100GB</b><br>\$15 per GB for usage over 100GB |
| Std Calls Included | Unlimited                                    | Unlimited                                      | Unlimited                                      | Unlimited  |
| SMS (Standard)     | Unlimited                                    | Unlimited                                      | Unlimited                                      | Unlimited  |
| MMS (Standard)     | Unlimited                                    | Unlimited                                      | Unlimited                                      | Unlimited  |
| Calls to 1800      | Unlimited                                    | Unlimited                                      | Unlimited                                      | Unlimited  |
| Calls to 13/1300   | Unlimited                                    | Unlimited                                      | Unlimited                                      | Unlimited  |

All prices include GST. Plan Change fee of \$15 per service

## Critical Information Summary: 4G BYO Handset

### Description about this service:

These plans are postpaid mobile services that contain the inclusions listed in the table above. They are for a minimum of 12 month term.

**Eligibility:** Vonex Mobile Voice plans are available for new services.

**Bringing your own device:** You may bring your own mobile device to use with these plans. The device must be unlocked and able to use the Optus 3g/4G network that covers 98.5% of the Australian population.

**Included value:** Monthly inclusions set out in the table above and included usage types are outlined below:

- Standard national calls and text Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- If you use more than your included data we'll automatically give you another 1GB for \$15. Any unused data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads.
- Your monthly included calls, text 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 PAYG rates, see our website for details.

If you use your device for services not included in your plan or exceed your monthly allowances, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. Monthly charges are paid in advance & any charges not included in your plan will appear on your next bill after they are incurred.

**Using your service overseas** To use your mobile phone when you're overseas, you need to activate roaming by contacting our customer service team. You cannot use your plan's standard calls, text and data inclusions if you are overseas. You will be charged at standard roaming rates for all calls and texts you make and receive whilst roaming.

### 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:** Plan changes You can change to another eligible plan once per billing period for a \$15 fee.

**Early Termination Charges:** If you cancel your plan early and Early Termination Fee will apply. This is 50% of the monthly plan fee 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).

**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 January 2020

Contact your Channel Partner



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