



BYO Mobile

This Vonex mobile plan uses part of Telstra's 3G mobile network

	\$44.95 TM004	\$49.95 TM005	\$54.95 TM006	\$72.95 TM002	\$89.95 TM003
Calls to Mobile (Standard)	Included	Included	Included	Included	Included
Calls to Landlines (in Australia)	Included	Included	Included	Included	Included
SMS	Included	Included	Included	Included	Included
Voicemail	Included	Included	Included	Included	Included
Data	0 Mb	500 Mb	800 Mb	1.5 Gb	3 Gb



Phone for illustration purposes only, these plans do not include phone hardware.

Calls to 1300	99c (Per minute)
Calls to 1800	60c (Per minute)
Excess Data	20c (Per MB)

Critical Information Summary

Information about the service

• This product is a mobile SIM only service, a customer must provide their own handset which must be open to the Telstra 3G network. • This product must be on direct debit and ebill • This Vonex mobile plan uses part of Telstra's 3G mobile network. • There is a 12 month contract on this service. • All rates and charges are inclusive of GST.

Information about pricing

• The minimum monthly charge for each plan is the Monthly Plan fee. For TM004 this is \$44.95, TM005= \$49.95, TM006 = \$54.95, TM002= \$72.95, TM003 = \$89.95. The minimum total cost is: TM004 = \$539.40, TM005 = \$599.40, TM006= \$659.40, TM002 \$875.40, TM003= \$1079.40 • National MMS price 80c each. • Excess data usage is charged at 20c per Mb. • All calls are charged in 60-second increments. • The following call types are included in the monthly \$89.95 plan: National calls, calls to Australian mobiles, National SMS, Voicemail deposits and retrieval. All other call types are specifically excluded from the included call value. These calls or calls made in excess of included call value will be charged in addition to the minimum monthly fee at the rates specified. • Rates are applicable for calls made from & terminating in Australia. • Only call charges billed for that month are included in the minimum monthly spend calculations. Certain call types such as international roaming calls may take up to 3 months to appear on your bill. • All rates are current as of April, 2014. Plan may be withdrawn at any time. • For International Call rates please go to www.vonex.com

Other information

• If the service is used outside of Australia, international call roaming and data roaming charges are NOT included. These charges are excessive. It is strongly recommended that a customer switch off data roaming on their smartphone handset. Voicemail deposits and retrievals whilst overseas are also very costly. It is strongly recommended that a customer also disconnect this service before travelling overseas. • Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or by contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au • The usage may be delayed by up to 48 hours. • If you wish to contact Vonex in respect to a dispute, please email helpdesk@vonex.com.au • If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au

Product Feature Statement

• The Vonex mobile product provides a 3G coverage footprint of 98% of the Australian Population covering more than 1.26 million square kilometres. Outside the 3G coverage footprint customers will revert to 2G coverage and speeds. • The combined 2G and 3G footprint covers 98.7% of the Australian population. The Vonex mobile solution has a typical download speed of 550kbps-3Mbps and upload speed of 300kbps-1Mbps*. Vonex mobile solution supports these typical download speeds across the entire Vonex 3G coverage footprint not just selected metropolitan areas. (*Vonex's mobile solution has a peak network download speed of 7.2Mbps. End- user speeds will also vary due to factors such as device capabilities, location, distance from the base station, local terrain, user numbers, hardware and software configuration, download source/upload destination and network management measures). Vonex's mobile solution has extensive breadth and depth of coverage and support by a quality network. Vonex's mobile solution is underpinned by over 7,000 3G 850MHz sites.



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