



MOBILE DATA PLANS

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

1.5Gb \$22
PER MONTH
TM007

3Gb \$33
PER MONTH
TM008



Call Rates

Calls to Mobile (standard)	50c per min*
Calls to Landline (standard)	50c per min*
SMS	20c
MMS	80c
Calls to 13/1300	99c per min**
Calls to 1800	60c per min **
Voicemail Deposit	50c per min*
Voicemail Retrieval	50c per min*
SMS	20c

Excess data 20c per Mb (\$200 per Gb)

If these plans are used for a BYO mobile device these call rates apply in addition to the plan fee.

Excess data 20c per Mb (\$200 per Gb)

*charged in 30second increments.

**charged in 1 minute increments.

Critical Information Summary

Information about the service

- This product is a mobile SIM only service, a customer must provide their own Handset or device 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 TM007 this is \$22, TM008= \$33. The minimum total cost is: TM007 =\$264, TM008 =\$396. • National MMS price 80c each. • Excess data usage is charged at 20c per Mb. • All standard calls are charged in 30 second increments, calls to 13/1300/1800 are charged in 1 minute increments. • Only the data allowance is included in the plan fee. All calls/texts/voicemails etc are in addition to the monthly plan fee. • Rates are applicable for calls made from & terminating in Australia. • 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 July, 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 Plan may be withdrawn at any time.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.

Contact your Vonex dealer

