



OTHER CHARGES

All usage types not listed as included in your plan, are charged in addition to the Monthly Access Fee.

Other	Charge \$
Mobile Data Excess Usage	\$10 per 1GB (Automatic Data Top Ups)
International Mobile Roaming	Call 132 777 for the full list of countries and charges
International Direct Dial Calls	Call 132 777 for the charges

You will receive SMS/email warnings when data use reaches 50%, 85% and 100% of your plan's included Mobile Data. If you use all included/shared Mobile Data, automatic data top ups are applied to your account and are charged \$10 per 1GB top up. No maximum applies to the number of top ups that can be applied against Mobile Data Excess Usage within one billing cycle.

For all other charges, please see our Schedule of Fees & Charges at www.vocus.com.au/help-and-support/contracts.

OTHER INFORMATION

PLAN CHANGES

You may change to a lower or higher plan within the Business One Mobile plan family at any time during your minimum contract term, without penalty fees.

ACCESS TO VALUE ADDED SERVICES

Voicemail is enabled upon activation. If a Voicemail box is not used for a period of 120 days or longer it may be deleted by the Network Carrier, together with any messages still in the Voicemail box.

International Mobile Roaming (IMR) and International Direct Dial (IDD) call access are barred upon activation. Contact Customer Service to request activation.

USAGE INFORMATION

For information about current usage levels log into 'My Account' at takecommand.com.au or contact us.

PAYMENT OPTIONS

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website www.vocus.com.au/help-and-support/contracts, or contact us on 132 777.

CONTACT DETAILS

We are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online via takecommand.com.au
- Email us at smb.customerservice@vocus.com.au
- Call us on 132 777 (check website for operating hours)

COMPLAINT HANDLING

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please call 132 777 or email smb.advocacy@vocus.com.au

If you are still not satisfied with the steps taken by to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with and is an option of last resort. Contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

FULL TERMS

Vocus's Standard Form of Agreement & Acceptable Use Policy set out the terms & conditions on which we provide our products & services. See www.vocus.com.au/help-and-support/contracts for full terms.

ONLINE SAFETY

The eSafety Commissioner provides a range of educational material about staying safe online: www.esafety.gov.au

A range of certified Family Friendly Filters can be found on the Communications Alliance website: www.commsalliance.com.au/Activities/ispi/fff.

THANK YOU FOR CHOOSING VOCUS FOR YOUR BUSINESS COMMUNICATIONS.