



Business One Mobile (24 Months)

CRITICAL INFORMATION SUMMARY

SERVICE & PRICE INFORMATION

SERVICE DESCRIPTION

Vocus Business One Mobile plans deliver a mobile service over the Optus 4G Plus Mobile Network which enables you to make and receive calls, send and receive messages, and access mobile data via a compatible handset. You can transfer your existing mobile number to Vocus or be allocated a new number.

PRICING

Plan Details & Monthly Inclusions	25	35	45	65
Minimum Monthly Access Fee (per month)	\$25	\$35	\$45	\$65
Total Minimum Cost ¹ (24-month term)	\$600	\$840	\$1,080	\$1,560
Mobile Data (within Australia)	10 GB	30 GB	60 GB	80 GB
National Calls - To AU fixed/mobile/13/1300/1800 numbers	Unlimited			
International Call Minutes - International Direct Dial (IDD) to 58 eligible countries ²	N/A	50 mins	300 mins	300 mins
Voicemail Deposits & Retrievals	Unlimited			
Call Forward (within Australia)	Unlimited			
National SMS/MMS	Unlimited			
International SMS/MMS (originating within Australia)	Unlimited			

² Mobile IDD Call rates apply for calls to non-eligible countries and for IDD mins that exceed the plan's monthly inclusion. All pricing is GST inclusive.

Monthly Access Fees and Inclusions are pro-rated in your first month of activation and expire at the end of each billing period. Plan inclusions are for usage generated whilst in Australia to a service within Australia (unless stated otherwise). Unused inclusions expire at the end of each billing cycle.

Maximum number of 50 Business One Mobile services per customer.

MINIMUM CONTRACT TERM

24 months.

SHARED DATA

Your plan's included Mobile Data and top ups are automatically shared across Business One Mobile & CorePlus plans (only) on the same account. If you don't want to share data between your mobiles, please contact us to move your services to separate billing accounts. Note: Bundle discounts may not apply on separated mobile bills.

INTERNATIONAL CALL MINUTES

Your plan's included International Call Minutes can be used for calls to 58 eligible countries only - Call 132 777 for a list of eligible countries for your plan. If you call a non-eligible country or your IDD usage exceeds the number of included minutes, additional charges will apply - Call 132 777 for Mobile IDD Rates for your plan.

BUNDLE DISCOUNT

Bundle a Business One Mobile plan with an eligible Business One Office Phone or Business One Internet product on the same account, for a minimum term of 12 or 24 months, and receive a monthly \$5 Mobile Bundle Discount on each Business One Mobile service (max. no. 50 Business One Mobile services per customer).

HARDWARE

Use your own compatible handset or purchase a new one from Vocus. Handsets may be purchased separately with a Monthly Repayment Option (MRO) over 24 months (i.e. new 24-month plan contract applies) or paid for Outright on your next bill.

OTHER CHARGES

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

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

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/legal-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/legal-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. Call 132 777 or email smb.advocacy@vocus.com.au.

If you are still not satisfied with the steps taken by Vocus 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 Vocus 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/legal-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.