

# Mobile Broadband Shared (12 Months)

## CRITICAL INFORMATION SUMMARY

### SERVICE & PRICE INFORMATION

#### SERVICE DESCRIPTION

Mobile Broadband is a data only service that delivers Internet access over the Optus 4G Plus Mobile Network for use within Australia. Vocus Mobile Broadband can be activated on new services only. Existing services cannot be transferred from other providers.

#### MINIMUM CONTRACT TERM

12 months.

#### KEY DETAILS

Mobile Broadband Shared plans allow you to use the Internet over a 3G/4G mobile network connection utilising your own compatible device.

Your minimum Monthly Access Fee includes an amount of Data as specified in the table below. Both uploads and downloads are counted toward your Included Data.

Plan inclusions are for usage generated whilst in Australia to a service within Australia only. Unused inclusions expire at the end of each billing cycle. Additional charges apply for data usage in excess of your Monthly Included Data and are applied as automatic Data Top Ups.

Monthly Access Fees and Inclusions are pro-rated in your first month of activation and expire at the end of each billing period.

Maximum number of 50 Mobile Broadband services per customer.

#### PRICING

Plan Details & Monthly Inclusions	1GB - Shared	20GB - Shared	40GB - Shared
Monthly Access Fee	\$15	\$20	\$40
Monthly Included Data (cost of 1MB of data)	1GB \$0.015/MB	20GB \$0.001/MB	40GB \$0.001/MB
Total Minimum Cost (over 12 months)	\$180	\$240	\$480

#### SHARED DATA

Your plan's Included and Top Up data is automatically shared across eligible services on Mobile Broadband Shared plans and on the same account. If you don't want to share data, please contact us to move your services to separate billing accounts. Note: Data cannot be shared with Mobile Voice services.

#### EXCESS USAGE CHARGES

You will receive SMS/email warnings when data usage reaches 50%, 85% and 100% of your Included or Shared data allowance. If you exceed your monthly allowance you will be charged \$10 per 1GB for additional usage, as automatic Data Top Ups.

#### HARDWARE REQUIREMENTS

Vocus does not supply modems or tablets. You will need to use your own network compatible device to use this service.

4G network access is only available on this plan if used with a device that is compatible with Optus LTE mobile network frequencies: 700/1800/2100/2300/2600 MHz. services.

#### SERVICE AVAILABILITY

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using. Mobile network coverage is subject to availability in some areas.

For mobile network coverage information call 132 777.

## OTHER INFORMATION

### PLAN CHANGES

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

### USAGE INFORMATION

For information about current usage levels log into 'My Account' at [takecommand.com.au](https://takecommand.com.au) or contact us.

### SERVICE LIMITATIONS

Vocus Mobile Broadband delivers national data access only. Calls, SMS, MMS, Voicemail and International Roaming are not supported, therefore, the service cannot be used overseas or for non-data traffic.

International Mobile Roaming (IMR) and International Direct Dial (IDD) call access are not available with this service.

### 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](https://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](https://takecommand.com.au)
- Email us at [smb.customerservice@vocus.com.au](mailto: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](mailto: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](https://www.tio.com.au) or by calling 1800 062 058.

### FULL TERMS

Commander'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](https://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](https://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](https://www.commsalliance.com.au/Activities/ispi/fff)

THANK YOU FOR CHOOSING VOCUS FOR YOUR BUSINESS COMMUNICATIONS.