

## Vocus Business Simple 4G Backup – month to month

### Plan Summary

This summary does not reflect any special discounts, bonus data or promotions which may apply from time to time.

### Information about the Service

This is a post-paid SIM-only fixed mobile broadband service to be used with a compatible device. This plan is for the purpose of a fixed line back up service and is only available for devices that utilise 4G backup capable fixed modems and excludes mobile phones, iPads and any other mobile device. Our plans are powered by the Optus 4G Plus and 5G Network. Checkout the full coverage map <https://www.vocus.com.au/business/mobile>. All data inclusions are for use within Australia. These plans do not include paper bills.

### Information about Pricing

Plan	Small	Medium	Large
Minimum monthly charge	\$10	\$20	\$30
Minimum contract term	1 month		
Network access	4G Network		
Included data to share for use in Australia	1GB	10GB	20GB
Data cost per GB	\$10.00	\$2.00	\$1.50
Excess Data	Automatically charged in increments of \$10 for every additional 5GB		
Early cancellation fee	\$0 but you will have to pay for any charges incurred up until the cancellation date.		

### Eligibility

To be eligible for these plans, you or your business must provide us with a registered ACN, ARBN or ABN.

### What do I need to access the service?

- You will need a compatible device. This plan is for the purpose of a fixed line back up service and is only available for devices that utilise 4G backup capable fixed modems and excludes mobile phones, iPads and any other mobile device.
- This service does not require you to bundle any other Vocus Services.

### What's included

- Shared data:** Data is pooled only across the same plans (e.g. Vocus Business Simple 4G backup Plan) on the same account in Australia. If you exceed your combined allowance, excess data will automatically charge in increments of \$10 for every additional 5GB. If you don't want to share data between your services, they will need to be on separate accounts. Data is counted in kilobytes and includes uploads and downloads.

### What's not included

- This plan does not enable you to make standard national or international calls, send standard national and international SMS/MMS or make use of premium mobile services. You also cannot use your plan whilst overseas.
- Unused data or other plan inclusions expire at the end of each billing period.

### Use of the Service

You must comply with our Acceptable Use Policy. If you breach our Acceptable Use Policy the service may be restricted, suspended and/or terminated: <https://www.vocus.com.au/help-and-support/legal-contracts>

### Other Information

#### Monitoring your usage

We'll provide you with usage alerts once you've reached approximately 50%, 85% and 100% of your shared data (for use in Australia). You can view up to date information on your data usage via <https://customer.mobile.vocus.com.au/business>

#### Using your service overseas

You cannot use your service or plan overseas.

### **How to pay for your service**

We will issue you with a bill as per your plan period. You can view your invoice by visiting the customer portal through <https://www.vocus.com.au/login>

### **Cancelling your plan**

You may cancel your plan at any time; however, you will remain responsible for all plan fees and usage charges incurred up to the effective date of cancellation. If you cancel during a billing period, you will not receive a pro-rated refund. Any outstanding charges will be invoiced and may appear on a bill issued up to 180 days from when the charges were incurred.

### **Changing your plan**

We may make changes to your plan, including to the price or inclusions. If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it and if you don't like it, you can choose a new plan or cancel (see Cancelling your plan). You may lose existing add-ons if you change to a plan that is not eligible for these, and you will not receive a pro-rata refund.

You may change your plan once per bill cycle. When you upgrade, the change will take effect immediately, with the new monthly charges being pro-rated for the remainder of the billing cycle. When you downgrade, the change will apply in the next bill cycle. Any promotions or discounts will be removed when changing plans.

### **Customer Service Contact Details**

Phone: 1800 262 663 (while overseas use +61 3 8873 7401) or Visit: <https://www.vocus.com.au/portals>.

### **Complaints and Disputes**

If you have a complaint or a dispute, log into <https://www.vocus.com.au/portals> where you will be able to raise a ticket in relation to your complaint or dispute. We aim to resolve complaints promptly. We will not take any further credit management action in relation to a specified disputed amount whilst the complaint remains unresolved.

### **Telecommunications Industry Ombudsman**

If you are not satisfied with how your complaint has been handled by Vocus, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/contact-us](http://www.tio.com.au/contact-us).

### **This is a summary only**

The full Terms and Conditions for these plans can be found in the *Vocus Mobile Service Schedule A and B* documents, available at: <https://www.vocus.com.au/help-and-support/legal-contracts>