

Vocus Business Simple Voice Plan – month-to-month

Plan Summary

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

Plan Description

This is a post-paid SIM-only mobile phone service for use with a compatible 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 call & data inclusions are for use within Australia. International roaming is not included as part of your plan price. These plans do not include paper bills.

Plan Name	Essential	Everyday	Best Value	Power User
Minimum monthly charge	\$30	\$40	\$55	\$65
Minimum contract term	1 month			
Network access	4G and 5G (with maximum speed of 150Mbps)			4G and 5G (with access to uncapped speeds)
Included data to share for use in Australia	25GB	50GB	120GB	180GB
Data cost per GB	\$1.20	\$0.80	\$0.46	\$0.36
Excess Data	\$0 with speeds slowed to 1.5Mbps when you go over included data			
Standard national talk and text	Unlimited			
Standard international talk and text to 35 selected countries from Australia [^]	100 mins talk And Unlimited text	200 mins talk And Unlimited text	Unlimited	Unlimited
International roaming	Daily Roaming for \$5 is available for Zone 1. See details below.			
Early cancellation fee	\$0 but you will have to pay for any charges incurred up until the cancellation date.			

[^] Argentina, Brazil, Canada, Chile, China, Denmark, Estonia, France, Germany, Hongkong, Iceland, India, Ireland, Israel, Italy, Japan, Korea South, Malaysia, Mexico, Mongolia, New Zealand, Norway, Peru, Poland, Puerto Rico, Romania, Singapore, Slovakia, Spain, Sweden, Switzerland, Taiwan, UK, USA and Venezuela (**Selected Destinations**).

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 mobile phone. Wearable devices like smart watches are not compatible with this service.
- You can either request a new phone number or port across an active number from another carrier.
- This service does not require you to bundle any other Vocus Services.

What's included

- Standard national talk & text:** Included value can be used for calls, and SMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- Standard international talk & text from Australia:** Included calls and SMS can be used to standard numbers to the Selected Destinations.
- Shared data:** Data is pooled only across the same plans (e.g. Vocus Business Simple Voice Plan) on the same account in Australia. If you exceed your combined allowance, all sharing services will be slowed to a maximum of 1.5Mbps until your next payment cycle, unless you buy extra data. Slowed data speeds (maximum of 1.5Mbps) are suitable for general internet browsing and music streaming. Some activities such as video streaming may see increased buffering and loading times. 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

- Your monthly standard national calls, text and data cannot be used overseas.
- You cannot make use of mobile premium services (e.g. calls to 19xx numbers).
- Unused data, calls 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

Data roaming must be turned on before use. Any data usage, talk or text in Zone 1 Countries triggers our \$5 Zone 1 roaming packs, which include 5GB data and 3000 mins standard talk and text. The \$5 Zone 1 roaming packs expire either at the end of that day or until you reach any of your inclusion limits, whichever comes first. If you use more than the daily allowances, we'll automatically charge you for an additional \$5 Zone 1 roaming pack. Refer to the service schedules for details on Zone 1 countries and rates outside Zone 1.

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.

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>