

VOCUS MOBILE SERVICE SCHEDULE – PART B

This Service Schedule applies between Vocus (**we, us, our**) and the Customer (**you, your**) for the supply of Mobile Services.

Capitalised terms in this Service Schedule not otherwise defined here have the meaning given in Vocus Mobile Service Schedule - Part A or the Standard Terms and Conditions.

1. About this document

This is part of the Service Schedule section of the Agreement and should be read together with the Vocus Mobile Service Schedule - Part A. Enterprise customers must refer to the Vocus Mobile Enterprise Plans, while small business customers must refer to the Vocus Mobile Business Simple Plans.

2. Vocus Mobile Enterprise Plans

All rates are exclusive of GST.

Vocus Enterprise 5G Data Plan

This is a Post-Paid mobile broadband service, that includes a monthly data allowance or pay as you go rate for use within Australia.

Vocus Mobile Enterprise 5G Data Plan		
Plan	5G Essential	5G Premium
Monthly Charge	As per contract	As per contract
Monthly Data Allowance	As per contract	As per contract
Data Sharing	Yes	
Data overage charge	<ol style="list-style-type: none"> No data overage charge: If all the pooled data is used up in the billing month, all Mobile Services will be capped at 1.5 Mbps. Data overage charges: If you exceed your included data, you will be automatically charged either in increments of \$1 for every additional 1GB or as per the specific rate in your contract. 	
Network Access	4G,5G	4G,5G
Plan Speed	Maximum 150 Mbps	Uncapped
Term	As per contract	As per contract
Minimum Commitment	As per contract	As per contract
Calls and SMS to Australian Numbers	NA	
Calls and SMS to International Numbers	NA	NA
Roaming Calls+SMS+MMS	NA	NA
Premium 5G Speed Pack	As per contract	NA
What's Not Included	The plan cannot be used for any Voice Call, SMS, Satellite numbers & calls to premium numbers (e.g. 19xx numbers)	
Information about the service		
International Roaming	International Roaming charges and Country zones are subject to change.	
No data overage	If your plan includes no data overage charges and you exceed your included data, speeds will be reduced to a maximum of 1.5 Mbps for all Mobile Services until the next payment cycle, unless extra data is purchased. Reduced	

	speeds (up to 1.5 Mbps) are suitable for general internet browsing and music streaming, though video streaming may experience increased buffering and loading times.
Support	24x7 technical support with response times of 15 minutes for P1 issues and 30 minutes for P2 issues.

Vocus Enterprise 5G Voice Plan

This is a Post-Paid mobile phone service, that lets you make and receive voice calls, SMS, and send and receive data.

Vocus Enterprise 5G Voice Plan		
Plan	5G Essential	5G Premium
Monthly Charge	As per contract	As per contract
Monthly Data Allowance	As per contract	As per contract
Data Sharing	Yes	
Data overage charge	<ol style="list-style-type: none"> 1. No data overage charge: If all the pooled data is used up in the billing month, all services will be capped at 1.5 Mbps. 2. Data overage charges: If you exceed your included data, you will be automatically charged either in increments of \$1 for every additional 1GB or as per the specific rate in your contract. 	
Network Access	4G,5G	4G,5G
Plan Speed	Maximum 150 Mbps	Uncapped
Term	As per contract	As per contract
Minimum Commitment	As per contract	As per contract
Calls and SMS to Australian Numbers	Unlimited	
Calls and SMS to International Numbers	As per contract	As per contract
Roaming Calls+SMS+MMS	As per contract	As per contract
Premium 5G Speed Pack	As per contract	NA
What's Included	Your plan is for a post-paid mobile phone service that can be used within Australia to: <ul style="list-style-type: none"> Receive calls, MMS, SMS and access data; Make calls and send SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers; Share data between services within the same plan If included as per contract, call and SMS to standard international numbers 	
What's Not Included	The plan cannot be used for: SMS & calls to premium numbers (e.g. 19xx numbers) and calls to some satellite numbers, unless stated otherwise as per contract	
Information about the service		
IDD and International Roaming	The IDD35 countries list and International Roaming charges and country zones are subject to change.	
No Data overage	If your plan includes no data overage charges and you exceed your included data, speeds will be reduced to a maximum of 1.5 Mbps for all Mobile Services until the next payment cycle, unless extra data is purchased. Reduced speeds (up to 1.5 Mbps) are suitable for general internet browsing and music streaming, though video streaming may experience increased buffering and loading times.	
Support	24x7 technical support with response times of 15 minutes for P1 issues and 30 minutes for P2 issues.	

Vocus Enterprise 4G Backup Plan

This is a Post-Paid fixed mobile broadband service, that includes a monthly data allowance for use within Australia. 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.

Vocus Enterprise 4G Backup	
Plan	4G Backup
Monthly Charge	As per contract
Monthly Data Allowance	As per contract
Data Sharing	Yes
Network Access	4G
Term	As per contract
Minimum Commitment	As per contract
Calls and SMS to Australian Numbers	NA
Calls and SMS to International Numbers	NA
Roaming Calls+SMS+MMS	NA
What's Included	Your plan is for a post-paid mobile data service that can be used within Australia to share data between services within the same plan
What's Not Included	The plan cannot be used for any: Voice Call, Sending SMS, Satellite numbers & calls to premium numbers (e.g. 19xx numbers)
Data Overage	If you exceed your included data, you will be automatically charged in increments of \$10 Ex-GST for every additional 5GB or as per contract
Support	24x7 technical support with response times of 15 minutes for P1 issues and 30 minutes for P2 issues.

2.1 Other Charges

All rates are exclusive of GST.

Charge Description	Charge
Replacement SIM	\$5
Suspension Fee	\$20
Reconnection fee	\$20
Change of Mobile Service Number	\$10

2.2 Satellite Calling Charges

All rates are exclusive of GST.

Satellite	Flag Fall	PEAK	OFFPEAK
INM B GLB 8703	0.36	3.122	3.122
INM BGAISDN 870782	0.36	7.98	7.98
INM BGAVCE 870772	0.36	2.94	2.94
INM FB ISDN 870783	0.36	7.98	7.98
INM FB VCE 870773	0.36	2.94	2.94
INM GANGLB 87060	0.36	7.98	7.98
INM M GLB 8706	0.36	1.596	1.596
Inmarsat 870	0.36	5.572	5.572
INMBHSDGLB 87039	0.36	7.98	7.98
INMMIN GLB 87076	0.36	2.394	2.394
Iridium 881	0.18	8.19	8.19
Thuraya 882	0.288	3.542	3.542
iSATPONVCE 870776	0.36	7.98	7.98

2.3 International Charges

International Calling Rates

All rates are exclusive of GST.

Applies to calls originating from Australia.

Country Code Destination	PEAK/OFFPEAK (\$AUD)	Country Code Destination	PEAK/OFFPEAK (\$AUD)
AFGHANISTAN 93	0.37873488	NEW ZEALAND 64	0.02591316
ALBANIA 355	0.32903916	NICARAGUA 505	0.46099752
ALGERIA 213	0.1256592	NIGER 227	0.53673672
AMERICAN SAMOA 1-684	0.0430116	NIGERIA 234	0.17308884
ANDORRA 376	0.36559896	NIUE IS 683	2.55447288
ANGOLA 244	0.29100216	NORFOLK IS 6723	2.35478208
ANGUILLA 1-264	0.45162228	NORTH SUDAN 249	0.23538168
ANTARCTICA 672	2.79575712	NORWAY 47	0.02004348
ANTIGUA 1-268	0.40978812	PAKISTAN 92	0.0898944
ARGENTINA 54	0.0200004	PALAU 680	0.47312808
ARMENIA 374	0.4025694	PALESTINIAN 970	0.27017268
ARUBA 297	0.35277516	PANAMA 507	0.20578404
ASCENSION IS 247	3.76602516	PAPUA NEW GUINEA 675	0.82358628
AUSTRIA 43	0.25806984	PARAGUAY 595	0.05696784
AZERBAIJAN 994	0.34616556	PERU 51	0.01935528
BAHAMAS 1-242	0.19355244	PHILIPPINES 63	0.17204664
BAHRAIN 973	0.17934984	POLAND 48	0.02365644
BANGLADESH 880	0.05376456	PORTUGAL 351	0.04064316
BARBADOS 1-246	0.41077992	PUERTO RICO 1-787, 939	0.01225836
BELARUS 375	0.66092004	QATAR 974	0.28591416

BELGIUM 32	0.12903492	REPUBLIC OF THE CONGO 242	0.94591236
BELIZE 501	0.37802712	ROMANIA 40	0.0064518
BENIN 229	0.65031456	RUSSIAN FEDERATION 7	0.19355244
BERMUDA 1-441	0.04905012	RWANDA 250	0.51043704
BHUTAN 975	0.09206364	SAN MARINO 378	1.0752912
BOLIVIA 591	0.345696	SAO THOME & PRINCIPE 239	2.36564064
BOSNIA 387	0.28966632	SAUDI ARABIA 966	0.14779632
BOTSWANA 267	0.17190096	SENEGAL 221	0.6265548
BRAZIL 55	0.01612932	SERBIA 381	0.27889596
BRITISH VIRGIN IS 1-284	0.43011648	SEYCHELLES 248	1.11103464
BRUNEI 673	0.0494634	SIERRA LEONE 232	0.81721092
BULGARIA 359	0.11937156	SINGAPORE 65	0.01075296
BURKINA FASO 226	0.66693348	SLOVAKIA 421	0.0215058
BURUNDI 257	0.94882392	SLOVENIA 386	0.33279096
CAMBODIA 855	0.10752912	SOLOMON IS 677	1.20411108
CAMEROON 237	0.63065568	SOMALIA 252	0.84270828
CANADA 1	0.01182816	SOUTH AFRICA 27	0.17204664
CAPE VERDE 238	0.47515116	SPAIN 34	0.01290348
CAYMAN IS 1-345	0.32685288	SRI LANKA 94	0.26989812
CENTRAL AFRICAN REPUBLIC 236	1.02796884	ST HELENA 290	1.72046592
CHAD 235	1.03097388	ST KITTS & NEVIS 1-869	0.41098716
CHILE 56	0.03010812	ST LUCIA 1-758	0.4516758
CHINA 86	0.01612932	ST PIERRE & MIQUELON 508	0.77420964
COLOMBIA 57	0.0430116	ST VINCENT 1-784	0.40423296
COMOROS 269	1.04410452	SUDAN SOUTH 211	0.51515604
COOK IS 682	1.580886	SURINAM 597	0.38710488
COSTA RICA 506	0.12409092	SWAZILAND 268	0.34409316
CROATIA 385	0.19355244	SWEDEN 46	0.00860232
CUBA 53	1.26271212	SWITZERLAND 41	0.03118344
CYPRUS 357	0.17204664	SYRIA 963	0.39291144
CZECH REPUBLIC 420	0.0389256	TAIWAN 886	0.02268528
DEMOCRATIC REPUBLIC OF CONGO 243	0.72751272	TAJIKISTAN 992	0.28029456
DENMARK 45	0.02688228	TANZANIA 255	0.53118816
DIEGO GARCIA 246	2.05870284	THAILAND 66	0.04731276
DJIBOUTI 253	0.5729508	THURAYA 882	2.74840464
DOMINICA IS 1-767	0.4234758	TOGO 228	0.62925228
DOMINICAN REPUBLIC 1-809, 829, 849	0.17273436	TOKELAU 690	2.98478256
EAST TIMOR 670	0.43227192	TONGA 676	1.70068056
ECUADOR 593	0.23226528	TRINIDAD & TOBAGO 1-868	0.34465656
EGYPT 20	0.14166348	TUNISIA 216	1.32533112
EL SALVADOR 503	0.29677956	TURKEY 90	0.06881868
EQUATORIAL GUINEA 240	0.79107564	TURKMENISTAN 993	0.19090716
ERITREA 291	0.37526988	TURKS & CAICOS 1-649	0.40934712
ESTONIA 372	0.02606028	TUVALU 688	2.34402048

ETHIOPIA 251	0.39249792	UGANDA 256	0.56074428
FAEROE IS 298	0.2258112	UK 44	0.02580696
FALKLAND IS 500	2.79576612	UKRAINE 380	0.27957576
FIJI 679	0.47312808	UNITED ARAB EMIRATES 971	0.26613252
FINLAND 358	0.08602332	URUGUAY 598	0.09009552
FRANCE 33	0.01912752	US VIRGIN IS 1-340	0.0402624
FRENCH POLYNESIA 689	0.34409316	USA 1	0.01505412
GABON 241	0.81722124	UZBEKISTAN 998	0.17756688
GAMBIA 220	1.0752912	VANUATU 678	1.70068056
GEORGIA 995	0.32801292	VENEZUELA 58	0.03655992
GERMANY 49	0.01505412	VIETNAM 84	0.11505612
GHANA 233	0.44799144	WALLIS & FUTUNA 681	0.99711756
GIBRALTAR 350	0.25092612	WESTERN SAMOA 685	1.70068056
GREECE 30	0.05376456	YEMEN 967	0.24949464
GREENLAND 299	0.494634	ZAMBIA 260	0.64715568
GRENADA 1-473	0.40770492	ZIMBABWE 263	0.15269112
GUADELOUPE 590	0.13978788	PAKISTAN 92	0.0898944
GUAM 1-671	0.0386988	PALAU 680	0.47312808
GUATEMALA 502	0.28145508	PALESTINIAN 970	0.27017268
GUIANA FRENCH 594	0.15158052	PANAMA 507	0.20578404
GUINEA BISSAU 245	0.967758	PAPUA NEW GUINEA 675	0.82358628
GUINEA REPUBLIC 224	0.78126492	PARAGUAY 595	0.05696784
GUYANA 592	0.45200028	PHILIPPINES 63	0.17204664
HAITI 509	0.55296324	POLAND 48	0.02365644
HONDURAS 504	0.29131932	PORTUGAL 351	0.04064316
HONG KONG 852	0.03440928	PUERTO RICO 1-787, 939	0.01225836
HUNGARY 36	0.08602332	QATAR 974	0.28591416
ICELAND 354	0.03259968	REPUBLIC OF THE CONGO 242	0.94591236
INDIA 91	0.02688228	ROMANIA 40	0.0064518
INDONESIA 62	0.0559152	RUSSIAN FEDERATION 7	0.19355244
IRAN 98	0.3019284	RWANDA 250	0.51043704
IRAQ 964	0.24987996	SAN MARINO 378	1.0752912
IRELAND 353	0.01075296	SAO THOME & PRINCIPE 239	2.36564064
ISRAEL 972	0.01505412	SAUDI ARABIA 966	0.14779632
ITALY 39	0.01720464	SENEGAL 221	0.6265548
IVORY COAST 225	0.70086048	SERBIA 381	0.27889596
JAMAICA 1-876	0.4100814	SEYCHELLES 248	1.11103464
JAPAN 81	0.03225876	SIERRA LEONE 232	0.81721092
JORDAN 962	0.26910624	SINGAPORE 65	0.01075296
KAZAKHSTAN +7 6, +7 7	0.12903492	SLOVAKIA 421	0.0215058
KENYA 254	0.2688228	SLOVENIA 386	0.33279096
KIRIBATI 686	2.2629432	SOLOMON IS 677	1.20411108
KOREA NORTH 850	1.44089016	SOMALIA 252	0.84270828
KOREA SOUTH 82	0.0215058	SOUTH AFRICA 27	0.17204664
KOSOVO 383	0.84410352	SPAIN 34	0.01290348
KUWAIT 965	0.07111464	SRI LANKA 94	0.26989812

KYRGYZSTAN 996	0.34872924	ST HELENA 290	1.72046592
LAOS 856	0.11951016	ST KITTS & NEVIS 1-869	0.41098716
LATVIA 371	0.73119804	ST LUCIA 1-758	0.4516758
LEBANON 961	0.1487904	ST PIERRE & MIQUELON 508	0.77420964
LESOTHO 266	0.70324812	ST VINCENT 1-784	0.40423296
LIBERIA 231	0.78013296	SUDAN SOUTH 211	0.51515604
LIBYA 218	0.48709464	SURINAM 597	0.38710488
LIECHTENSTEIN 423	0.62366892	SWAZILAND 268	0.34409316
LITHUANIA 370	0.68818632	SWEDEN 46	0.00860232
LUXEMBOURG 352	0.34409316	SWITZERLAND 41	0.03118344
MACAU 853	0.09466704	SYRIA 963	0.39291144
MACEDONIA 389	0.27645048	TAIWAN 886	0.02268528
MADAGASCAR 261	1.36857804	TAJIKISTAN 992	0.28029456
MALAWI 265	0.73149192	TANZANIA 255	0.53118816
MALAYSIA 60	0.0279576	THAILAND 66	0.04731276
MALDIVES 960	1.42153668	TOGO 228	0.62925228
MALI 223	0.70042944	TOKELAU 690	2.98478256
MALTA 356	0.03763452	TONGA 676	1.70068056
MARIANA IS 1670	0.05698692	TRINIDAD & TOBAGO 1-868	0.34465656
MARSHALL IS 692	0.44408892	TUNISIA 216	1.32533112
MARTINIQUE 596	0.13978788	TURKEY 90	0.06881868
MAURITANIA 222	1.20576828	TURKMENISTAN 993	0.19090716
MAURITIUS 230	0.23656404	TURKS & CAICOS 1-649	0.40934712
MEXICO 52	0.01156272	TUVALU 688	2.34402048
MICRONESIA 691	0.94960056	UGANDA 256	0.56074428
MOLDOVA 373	0.57071964	UK 44	0.02580696
MONACO 377	0.11785536	UKRAINE 380	0.27957576
MONGOLIA 976	0.02434608	UNITED ARAB EMIRATES 971	0.26613252
MONTENEGRO 382	0.366657	URUGUAY 598	0.09009552
MONTSERRAT 1-664	0.40244892	US VIRGIN IS 1-340	0.0402624
MOROCCO 212	0.19355244	USA 1	0.01505412
MOZAMBIQUE 258	0.08168904	UZBEKISTAN 998	0.17756688
MYANMAR 95	0.27957576	VANUATU 678	1.70068056
NAMIBIA 264	0.12473376	VENEZUELA 58	0.03655992
NAURU 674	2.1526998	VIETNAM 84	0.11505612
NEPAL 977	0.25807188	WALLIS & FUTUNA 681	0.99711756
NETH ANTILLES 599	0.24786276		
NETHERLANDS 31	0.494634		
NEW CALEDONIA 687	0.4390452		

2.4 ROAMING RATES

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. Available with 5G Voice and Data plans only. Excludes 4G back up plan.

ROAMING RATES				
1. All rates listed are in \$AUD. 2. GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).				
Post-Paid Roaming Rates		Zone 1	Zone 2	Other Sat Aero & Marine
National Voice Calls within the same country (per minute)	National Voice Calls	\$0.12	\$1.80	\$4.80
International Voice Calls outside the country you are in	International Voice Calls	\$0.12	\$1.80	\$4.80
To receive Voice Calls	Receive Voice Calls	\$0.12	\$1.80	\$4.80
National Video Calls within the same country	National Video Calls	\$0.12	\$1.80	\$4.80
International Video Calls outside the country you are In	International Video Calls	\$0.12	\$1.80	\$4.80
To receive Video Calls	Receive Video Calls	\$0.12	\$1.80	\$4.80
Connection Charge (per outgoing Voice and Video call)	Flag Fall - connection fee	\$0.00	\$0.00	\$0.00
SMS to an Australian number (per 160 characters)	SMS	\$0.04	\$0.60	\$1.80
SMS to a non-Australian number (per 160 characters)	SMS	\$0.04	\$0.60	\$1.80
To receive SMS	SMS	\$0.00	\$0.00	\$1.80
MMS to an Australian number (per message)	MMS	standard domestic MMS rate +	standard domestic MMS rate +	standard domestic MMS rate +
		Data @ \$0.0252/MB	Data @ \$1.2/MB	Data @ \$18.60 per MB
MMS to a non-Australian number (per message)	MMS	standard domestic MMS rate +	standard international MMS rate +	standard international MMS rate +
		Data @ \$0.0252/MB	Data @ \$1/MB	Data @ \$15.50 per MB
To receive MMS (per MB)	Data 1 IMB	\$0.03	\$1.20	\$18.60 per MB
GPRS / 3G / 4G Data	Data / IMB	\$0.03	\$1.20	\$18.60 per MB

2.5 International Country Zones

Zone 1	Europe	North America	Asia	Middle East
Oceania and the Pacific	Albania	Canada 1 2	Afghanistan	Bahrain
French Polynesia	Austria	Guam g the Northern Marianas	Bangladesh	Egypt
Nauru	Belarus	Puerto Rico 2	Bhutan	
New Zealand	Belgium	United States 1 2	Brunei Darussalam	Jordan
Norfolk Island*	Bosnia and Herzegovina	US Virgin Islands 2	Cambodia	Oman
Papua New Guinea	Bulgaria		China	
Samoa	Croatia	Central America	Hong Kong	
Solomon Islands*	Cyprus	Costa Rica 1 Belize	India	Africa
Tonga	Czech Republic	El Salvador* 4	Indonesia	Botswana
Vanuatu	Denmark	Nicaragua	Japan 3	Burkina Faso
	Estonia	Peru	Kazakhstan	Cameroon*
AeroSpace*	Faroe Islands		Korea South 3	Nigeria
	Finland	South America	Kyrgyzstan	Uganda
	France	Bolivia	Laos	
	Germany	Uruguay	Macau	
Caribbean Islands	Gibraltar	French Guiana*	Malaysia	
Guadeloupe	Greece Guernsey		Monglia	
Martinique	Hungary		Myanmar	
	Iceland		Nepal*	
Saint Marthelemy	Ireland		Pakistan	
	Isle of Man		Philippines	
Saint Martin	Italy		Singapore	
	Jersey		Sri Lanka	
	Latvia		Taiwan	
	Liechtenstein		Tajikistan	
	Lithuania		Thailand	
	Luxembourg		Timor-Leste	
	Macedonia		Uzbekistan	
	Malta		Azerbaijan	
	Monaco		Armenia	
	Montenegro		Georgia	
	Netherlands			
	Norway			
	Poland			
	Portugal			
	Romania			
	Russia			
	San Marino			
	Serbia			
	Slovak Republic			

	Slovenia			
	Spain			
	Sweden			
	Switzerland			
	Turkey			
	Ukraine			
	United Kingdom			
	Vatican City			
Zone 2	Central America	Africa	Middle East	Caribbean Islands
South America	Guatemala	Algeria		Anguilla
Argentina 1 2	Mexico	Chad	Iran*	Antigua and Barbuda
Brazil	Panama 4	Congo, Democratic Republic of t	Israel	Aruba Barbados
Chile 1 2		Congo, Republic of the	Lebanon	Bermuda
Colombia		Cote D'Ivoire*	Iraq	Bonaire
Ecuador		Ethiopia*	Palestine	Cayman Islands
French Guiana*		Ghana	Qatar	Curacao & Bonaire
Guyana		Guinea Bissau*	Saudi Arabia	Dominica
Paraguay*		Guinea*	Syria*	Dominican Republic 1 2
Trinidad and Tobago		Kenya	Tunisia	Grenada
Venezuela		Liberia*	United Arab Emirates	Haiti
		Madagascar	Yemen*	Jamaica
		Malawi	Kuwait*	St. Kitts and Nevis
		Mauritania*		St. Lucia
		Mauritius		St. Vincent and the Grenadines
		Morocco		Turks and Caicos
		Mozambique		
		Namibia*		
		Reunion Island*		
		Rwanda*		
		Senegal*		
		Seychelles		
		Sierra Leone		
		South Africa		
		South Sudan*		
		Sudan		
		Tanzania		
		Zambia*		
		Zimbabwe*		
Zone 3				

Maritime

* Data roaming is not yet available in this country

AeroMobile allows customers to use mobile roaming whilst in-flight on applicable Partner Airlines only. Partner Airlines are subject to change without notice. You can check the latest Partner Airlines [here](#).

- 1 Requires a 3G 850/1900 handset for 3G Roaming
- 2 Requires a GSM 1900MHz compatible (tri-band) handset
- 3 Requires a 3G 2100MHz compatible handset
- 4 Requires a GSM 850MHz compatible (quad-band) handset
- 5 Note: T-Mobile USA requires a 1700/2100MHz handset for 3G roaming

2.6 Add-on features

Zone 1 Roaming Pack

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. Available with 5G Voice and Data plans only. Excludes 4G back up plan.

Zone 1 Roaming Pack	
Roaming Pack Inclusions*	
Price	\$5 ex-GST
Voice Minutes	3000
SMS	3000
Data	5GB
Validity	1 day

*Zone 2 and Zone 3 roaming usage will be charged as per the specific rates for roaming countries. The network speed is limited to a maximum of 150Mbps for services activated on this plan.

Premium 5G Speed Pack

Available with 5G Essential Voice and Data plans only

Premium 5G Speed Pack	
Price	As per contract
Validity	Recurring month to month

When added, this option removes the 150Mbps speed cap, allowing access to the maximum available 5G network speeds. You can cancel this pack any time and your speed will revert to the 150Mbps speed cap at the beginning of the next billing period.

Data Pack

Available to purchase with 5G and 4G Voice and Data plans only. Excludes 4G back up plan.

Data10	
Price	As per contract

Inclusion	10GB
Validity	Until end of the bill period

Data100	
Price	As per contract
Inclusion	100GB
Validity	Until end of the bill period

IDD Pack

Available to purchase with 5G and 4G Voice plans only. IDD packs enable you to make calls to the IDD 35 countries.

IDD35	
Price	As per contract
Inclusion	200min of calls
SMS	Unlimited
Validity	Until end of the bill period

IDD35Unlimited	
Price	As per contract
Inclusion	Unlimited Calls and SMS
Validity	Until end of the bill period

IDD 35 Countries

This list is subject to change.

Country + Code / Destination	
ROMANIA 40	NORWAY 47
SWEDEN 46	KOREA SOUTH 82
IRELAND 353	SLOVAKIA 421
SINGAPORE 65	TAIWAN 886
MEXICO 52	POLAND 48
CANADA 1	MONGOLIA 976
PUERTO RICO 1-787, 939	UK 44
SPAIN 34	NEW ZEALAND 64
GERMANY 49	ESTONIA 372
ISRAEL 972	DENMARK 45
USA 1	INDIA 91
BRAZIL 55	MALAYSIA 60
CHINA 86	CHILE 56
ITALY 39	SWITZERLAND 41
FRANCE 33	JAPAN 81
PERU 51	ICELAND 354
ARGENTINA 54	HONG KONG 852
VENEZUELA 58	

2.7 Value Added Services Pricing

All rates are exclusive of GST.

Charge Type	Charging Regime	Rated Charge Peak Time (ex GST)	Rated Charge Off Peak (ex GST)	Additional Terms
		Peak: 7:00am-7:00pm Mon-Sat	Off-Peak: All other times	
Caller ID		Nil	Nil	
Call Waiting (Call hold, Call wait)		Nil	Nil	
124 YES (Call duration)	Per Call + Flag fall	Local call charge (rate plan)	Local call charge (rate plan)	\$1.59 (ex GST) per call + local call charge. If you request that the search result is sent as a text message to your mobile phone the SMS will cost \$0.227 ex GST per SMS.
Directory Assistance Calls (1223)	Per Call	\$0.54	\$0.54	
Operator Assistance Calls (1225)		Nil	Nil	<i>From 1 December 2014, International Directory Assistance calls are zero-rated.</i>
18xx Numbers		Nil	Nil	<i>From 1 January 2015, mobile calls to 1800 numbers are zero-rated.</i>
13xx Numbers (incl. 1300x)	As per rate plan	Mobile to fixed rate	Mobile to fixed rate	As per applicable rate plan i.e. standard mobile to fixed call rate
19xx Premium Service Numbers		Variable - set by 3rd party	Variable - set by 3rd party	Retail price advertised by third party + airtime surcharge
Freecall Numbers		Nil	Nil	1800MUMDAD (1800686323), 1800REVERSE (1800738344 & 1800738377), Kids Helpline (1800551800) & Lifeline (131114)
SMS-MO (incl Web & Group SMS)	Per message sent	As per rate plan	As per rate plan	As per rate plan. Incur additional roaming message fee whilst overseas (per message).
Premium SMS	Per message sent	Variable - set by third party	Variable - set by third party	Retail price advertised by third party
International SMS	Per message sent	\$0.12	\$0.12	Incur additional roaming message fee whilst overseas (per message).
International Video Call	Flag fall	\$0.82	\$0.82	Only available if domestic Video Call is also enabled. Flagfall applies at \$0.3181818. Billed as per rate plan increments.

MMS (incl Web MMS)	Per Message sent	\$0.10	\$0.10	MMS may originate from handset or Internet. MMS charge will apply to each time a message is sent regardless of medium. If a customer sends one MMS message from either a handset or the internet to 10 mobile numbers, the service charge will apply X 10. The Charges apply irrespective of whether or not the messages are successfully delivered. Each upload of an image from a handset onto the Customer's personal album will incur a charge. These MMS Terms apply to all MMS services set out below.
Premium MMS	Per message sent	Variable - set by third party	Variable - set by third party	Retail price advertised by third party.
International MMS MO (incl International Web MMS)	Per Message sent	\$0.82	\$0.82	Sending an International MMS (or International Web MMS) whilst overseas incurs an additional roaming message fee (per message) and International Roaming Charges.
MMS downloads (news, surf reports, Web Cams)	Per Message Sent	\$0.82	\$0.82	Retail price advertised by third party.
Voicemail (incl Group) - Call diversion deposit within Australia		Nil	Nil	Group Voicemail activated via Zoo
Voicemail (incl Group) - message retrieval within Australia	Per 1 sec	\$0.01	\$0.01	Group Voicemail activated via Zoo
Missed Call Service		Nil	Nil	Caller leaves message, which is converted to txt & sent as SMS to missed call party.
International calls	Per 1 minute or as per rate plan	See Section 5	See Section 5	See Section 5
Call Diversion	Per 1 minute	\$0.06	\$0.06	Diversion to national numbers = 6c/1 minute. Diversion to international numbers = 6c/1 minute + international calling rate
International Roaming Call Charges	Per 1 minute	See Section 5	See Section 5	See Section 5
Third Party Premium Services	Per download	Variable - set by third party	Variable - set by third party	Retail price advertised by third party. Standard mobile data rates also apply.

Video Call	Flagfall	\$0.55	\$0.55	Flagfall applies at \$0.3181818. Billed as per rate plan increments.
------------	----------	--------	--------	---

2.8 Our Base Plans

All rates are exclusive of GST.

A Base Plan means one of the following Plans:

Vocus Enterprise Base Plans			
Plan	Base 5G Voice This is a Post-Paid mobile phone service, that lets you make and receive voice calls, SMS, and send and receive data.	Base 5G Data This is a Post-Paid mobile broadband service, that includes a monthly data allowance or pay as you go rate for use within Australia.	Base 4G backup This is a postpaid fixed mobile broadband service, that includes a monthly data allowance for use within Australia. 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.
Monthly Charge	\$35	\$30	\$5
Monthly Data Allowance	20GB	15GB	1GB
Data Sharing	Yes		
Data overage charge	No data overage charge: If all the pooled data is used up in the billing month, all services will be capped at 1.5 Mbps.		Automatically charged in increments of \$10 for every additional 5GB
Network Access	4G,5G	4G,5G	4G
Plan Speed	Maximum 100 Mbps	Maximum 100 Mbps	Maximum 100 Mbps
Term	1	1	1
Calls and SMS to Australian Numbers	Unlimited	NA	NA
What's Not Included	The plan cannot be used for: SMS & voice calls to premium numbers (e.g. 19xx numbers) and calls to some satellite numbers	The plan cannot be used to make any voice calls or send SMS.	The plan cannot be used to make any voice calls or send SMS.
Information about the service			
1.5Mbps Speed Cap	If you exceed your included data, speeds will be reduced to a maximum of 1.5 Mbps for all Mobile Services until the next payment cycle, unless extra data is purchased. Reduced speeds (up to 1.5 Mbps) are suitable for general internet browsing and music streaming, though video streaming may experience increased buffering and loading times.		NA
Support	Best Effort		

Any usage of your Mobile Service outside of the inclusions above will result in you incurring the Charges set out in this Service Schedule. You are required to pay us for these Charges.

3. Vocus Mobile Business Simple Plans

All rates are exclusive of GST unless expressly stated otherwise.

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

Vocus Business Simple Data – month-to-month

This is a post-paid SIM-only mobile broadband service to be used with a compatible device. 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. All 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	Essential	Best Value	Power User
Minimum monthly charge (Inclusive of GST)	\$30	\$50	\$70
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	40GB	120GB	230GB
Data cost per GB	\$0.75	\$0.42	\$0.30
Excess Data	\$0 with speeds slowed to 1.5Mbps when you go over included data		
International roaming	Data roaming must be turned on before use. Any data usage in Zone 1 Countries triggers our \$5 Zone 1 roaming packs, which include 5GB data. 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.		
Early cancellation fee	\$0 but you will have to pay for any charges incurred up until the cancellation date.		
What's included	Shared data: Data is pooled only across the same plans (e.g. Vocus Business Simple Data 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	With this plan you cannot 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's included data whilst overseas.		

	Unused data or other plan inclusions expire at the end of each billing period.
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

Vocus Business Simple Voice Plan – month-to-month

This is a post-paid SIM-only mobile phone service for use with an existing mobile phone. 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	Data roaming must be turned on before use. Any data usage in Zone 1 Countries triggers our \$5 Zone 1 roaming packs, which include 5GB data. 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.			
Early cancellation fee	\$0 but you will have to pay for any charges incurred up until the cancellation date.			
What's included	<p>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.</p> <p>Standard international talk & text from Australia: Included calls and SMS can be used to standard numbers to the Selected Destinations.</p> <p>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</p>			

	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.
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

^ 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**).

Vocus Business Simple 4G Backup Plan – month-to-month

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. All data inclusions are for use within Australia. These plans do not include paper bills.

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.		
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 10GB. 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.		
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		

3.1 Other Charges

All rates are exclusive of GST.

Charge Description	Charge
Replacement SIM	\$5
Suspension Fee	\$20
Reconnection fee	\$20
Change of Mobile Service Number	\$10

3.2 Satellite Calling Charges

All rates are exclusive of GST.

Satellite	Flag Fall	PEAK	OFFPEAK
INM B GLB 8703	0.36	3.122	3.122
INM BGAISDN 870782	0.36	7.98	7.98

INM BGAVCE 870772	0.36	2.94	2.94
INM FB ISDN 870783	0.36	7.98	7.98
INM FB VCE 870773	0.36	2.94	2.94
INM GANGLB 87060	0.36	7.98	7.98
INM M GLB 8706	0.36	1.596	1.596
Inmarsat 870	0.36	5.572	5.572
INMBHSDGLB 87039	0.36	7.98	7.98
INMMIN GLB 87076	0.36	2.394	2.394
Iridium 881	0.18	8.19	8.19
Thuraya 882	0.288	3.542	3.542
iSATPONVCE 870776	0.36	7.98	7.98

3.3 International Charges

International Calling Rates

All rates are exclusive of GST.

Applies to calls originating from Australia.

Country Code Destination	PEAK/OFFPEAK (\$AUD)	Country Code Destination	PEAK/OFFPEAK (\$AUD)
AFGHANISTAN 93	0.37873488	NEW ZEALAND 64	0.02591316
ALBANIA 355	0.32903916	NICARAGUA 505	0.46099752
ALGERIA 213	0.1256592	NIGER 227	0.53673672
AMERICAN SAMOA 1-684	0.0430116	NIGERIA 234	0.17308884
ANDORRA 376	0.36559896	NIUE IS 683	2.55447288
ANGOLA 244	0.29100216	NORFOLK IS 6723	2.35478208
ANGUILLA 1-264	0.45162228	NORTH SUDAN 249	0.23538168
ANTARCTICA 672	2.79575712	NORWAY 47	0.02004348
ANTIGUA 1-268	0.40978812	PAKISTAN 92	0.0898944
ARGENTINA 54	0.0200004	PALAU 680	0.47312808
ARMENIA 374	0.4025694	PALESTINIAN 970	0.27017268
ARUBA 297	0.35277516	PANAMA 507	0.20578404
ASCENSION IS 247	3.76602516	PAPUA NEW GUINEA 675	0.82358628
AUSTRIA 43	0.25806984	PARAGUAY 595	0.05696784
AZERBAIJAN 994	0.34616556	PERU 51	0.01935528
BAHAMAS 1-242	0.19355244	PHILIPPINES 63	0.17204664
BAHRAIN 973	0.17934984	POLAND 48	0.02365644
BANGLADESH 880	0.05376456	PORTUGAL 351	0.04064316
BARBADOS 1-246	0.41077992	PUERTO RICO 1-787, 939	0.01225836
BELARUS 375	0.66092004	QATAR 974	0.28591416
BELGIUM 32	0.12903492	REPUBLIC OF THE CONGO 242	0.94591236
BELIZE 501	0.37802712	ROMANIA 40	0.0064518
BENIN 229	0.65031456	RUSSIAN FEDERATION 7	0.19355244
BERMUDA 1-441	0.04905012	RWANDA 250	0.51043704
BHUTAN 975	0.09206364	SAN MARINO 378	1.0752912

BOLIVIA 591	0.345696	SAO THOME & PRINCIPE 239	2.36564064
BOSNIA 387	0.28966632	SAUDI ARABIA 966	0.14779632
BOTSWANA 267	0.17190096	SENEGAL 221	0.6265548
BRAZIL 55	0.01612932	SERBIA 381	0.27889596
BRITISH VIRGIN IS 1-284	0.43011648	SEYCHELLES 248	1.11103464
BRUNEI 673	0.0494634	SIERRA LEONE 232	0.81721092
BULGARIA 359	0.11937156	SINGAPORE 65	0.01075296
BURKINA FASO 226	0.66693348	SLOVAKIA 421	0.0215058
BURUNDI 257	0.94882392	SLOVENIA 386	0.33279096
CAMBODIA 855	0.10752912	SOLOMON IS 677	1.20411108
CAMEROON 237	0.63065568	SOMALIA 252	0.84270828
CANADA 1	0.01182816	SOUTH AFRICA 27	0.17204664
CAPE VERDE 238	0.47515116	SPAIN 34	0.01290348
CAYMAN IS 1-345	0.32685288	SRI LANKA 94	0.26989812
CENTRAL AFRICAN REPUBLIC 236	1.02796884	ST HELENA 290	1.72046592
CHAD 235	1.03097388	ST KITTS & NEVIS 1-869	0.41098716
CHILE 56	0.03010812	ST LUCIA 1-758	0.4516758
CHINA 86	0.01612932	ST PIERRE & MIQUELON 508	0.77420964
COLOMBIA 57	0.0430116	ST VINCENT 1-784	0.40423296
COMOROS 269	1.04410452	SUDAN SOUTH 211	0.51515604
COOK IS 682	1.580886	SURINAM 597	0.38710488
COSTA RICA 506	0.12409092	SWAZILAND 268	0.34409316
CROATIA 385	0.19355244	SWEDEN 46	0.00860232
CUBA 53	1.26271212	SWITZERLAND 41	0.03118344
CYPRUS 357	0.17204664	SYRIA 963	0.39291144
CZECH REPUBLIC 420	0.0389256	TAIWAN 886	0.02268528
DEMOCRATIC REPUBLIC OF CONGO 243	0.72751272	TAJIKISTAN 992	0.28029456
DENMARK 45	0.02688228	TANZANIA 255	0.53118816
DIEGO GARCIA 246	2.05870284	THAILAND 66	0.04731276
DJIBOUTI 253	0.5729508	THURAYA 882	2.74840464
DOMINICA IS 1-767	0.4234758	TOGO 228	0.62925228
DOMINICAN REPUBLIC 1- 809, 829, 849	0.17273436	TOKELAU 690	2.98478256
EAST TIMOR 670	0.43227192	TONGA 676	1.70068056
ECUADOR 593	0.23226528	TRINIDAD & TOBAGO 1-868	0.34465656
EGYPT 20	0.14166348	TUNISIA 216	1.32533112
EL SALVADOR 503	0.29677956	TURKEY 90	0.06881868
EQUATORIAL GUINEA 240	0.79107564	TURKMENISTAN 993	0.19090716
ERITREA 291	0.37526988	TURKS & CAICOS 1-649	0.40934712
ESTONIA 372	0.02606028	TUVALU 688	2.34402048
ETHIOPIA 251	0.39249792	UGANDA 256	0.56074428
FAEROE IS 298	0.2258112	UK 44	0.02580696
FALKLAND IS 500	2.79576612	UKRAINE 380	0.27957576
FIJI 679	0.47312808	UNITED ARAB EMIRATES 971	0.26613252
FINLAND 358	0.08602332	URUGUAY 598	0.09009552

FRANCE 33	0.01912752	US VIRGIN IS 1-340	0.0402624
FRENCH POLYNESIA 689	0.34409316	USA 1	0.01505412
GABON 241	0.81722124	UZBEKISTAN 998	0.17756688
GAMBIA 220	1.0752912	VANUATU 678	1.70068056
GEORGIA 995	0.32801292	VENEZUELA 58	0.03655992
GERMANY 49	0.01505412	VIETNAM 84	0.11505612
GHANA 233	0.44799144	WALLIS & FUTUNA 681	0.99711756
GIBRALTAR 350	0.25092612	WESTERN SAMOA 685	1.70068056
GREECE 30	0.05376456	YEMEN 967	0.24949464
GREENLAND 299	0.494634	ZAMBIA 260	0.64715568
GRENADA 1-473	0.40770492	ZIMBABWE 263	0.15269112
GUADELOUPE 590	0.13978788	PAKISTAN 92	0.0898944
GUAM 1-671	0.0386988	PALAU 680	0.47312808
GUATEMALA 502	0.28145508	PALESTINIAN 970	0.27017268
GUIANA FRENCH 594	0.15158052	PANAMA 507	0.20578404
GUINEA BISSAU 245	0.967758	PAPUA NEW GUINEA 675	0.82358628
GUINEA REPUBLIC 224	0.78126492	PARAGUAY 595	0.05696784
GUYANA 592	0.45200028	PHILIPPINES 63	0.17204664
HAITI 509	0.55296324	POLAND 48	0.02365644
HONDURAS 504	0.29131932	PORTUGAL 351	0.04064316
HONG KONG 852	0.03440928	PUERTO RICO 1-787, 939	0.01225836
HUNGARY 36	0.08602332	QATAR 974	0.28591416
ICELAND 354	0.03259968	REPUBLIC OF THE CONGO 242	0.94591236
INDIA 91	0.02688228	ROMANIA 40	0.0064518
INDONESIA 62	0.0559152	RUSSIAN FEDERATION 7	0.19355244
IRAN 98	0.3019284	RWANDA 250	0.51043704
IRAQ 964	0.24987996	SAN MARINO 378	1.0752912
IRELAND 353	0.01075296	SAO THOME & PRINCIPE 239	2.36564064
ISRAEL 972	0.01505412	SAUDI ARABIA 966	0.14779632
ITALY 39	0.01720464	SENEGAL 221	0.6265548
IVORY COAST 225	0.70086048	SERBIA 381	0.27889596
JAMAICA 1-876	0.4100814	SEYCHELLES 248	1.11103464
JAPAN 81	0.03225876	SIERRA LEONE 232	0.81721092
JORDAN 962	0.26910624	SINGAPORE 65	0.01075296
KAZAKHSTAN +7 6, +7 7	0.12903492	SLOVAKIA 421	0.0215058
KENYA 254	0.2688228	SLOVENIA 386	0.33279096
KIRIBATI 686	2.2629432	SOLOMON IS 677	1.20411108
KOREA NORTH 850	1.44089016	SOMALIA 252	0.84270828
KOREA SOUTH 82	0.0215058	SOUTH AFRICA 27	0.17204664
KOSOVO 383	0.84410352	SPAIN 34	0.01290348
KUWAIT 965	0.07111464	SRI LANKA 94	0.26989812
KYRGYZSTAN 996	0.34872924	ST HELENA 290	1.72046592
LAOS 856	0.11951016	ST KITTS & NEVIS 1-869	0.41098716
LATVIA 371	0.73119804	ST LUCIA 1-758	0.4516758
LEBANON 961	0.1487904	ST PIERRE & MIQUELON 508	0.77420964
LESOTHO 266	0.70324812	ST VINCENT 1-784	0.40423296

LIBERIA 231	0.78013296	SUDAN SOUTH 211	0.51515604
LIBYA 218	0.48709464	SURINAM 597	0.38710488
LIECHTENSTEIN 423	0.62366892	SWAZILAND 268	0.34409316
LITHUANIA 370	0.68818632	SWEDEN 46	0.00860232
LUXEMBOURG 352	0.34409316	SWITZERLAND 41	0.03118344
MACAU 853	0.09466704	SYRIA 963	0.39291144
MACEDONIA 389	0.27645048	TAIWAN 886	0.02268528
MADAGASCAR 261	1.36857804	TAJIKISTAN 992	0.28029456
MALAWI 265	0.73149192	TANZANIA 255	0.53118816
MALAYSIA 60	0.0279576	THAILAND 66	0.04731276
MALDIVES 960	1.42153668	TOGO 228	0.62925228
MALI 223	0.70042944	TOKELAU 690	2.98478256
MALTA 356	0.03763452	TONGA 676	1.70068056
MARIANA IS 1670	0.05698692	TRINIDAD & TOBAGO 1-868	0.34465656
MARSHALL IS 692	0.44408892	TUNISIA 216	1.32533112
MARTINIQUE 596	0.13978788	TURKEY 90	0.06881868
MAURITANIA 222	1.20576828	TURKMENISTAN 993	0.19090716
MAURITIUS 230	0.23656404	TURKS & CAICOS 1-649	0.40934712
MEXICO 52	0.01156272	TUVALU 688	2.34402048
MICRONESIA 691	0.94960056	UGANDA 256	0.56074428
MOLDOVA 373	0.57071964	UK 44	0.02580696
MONACO 377	0.11785536	UKRAINE 380	0.27957576
MONGOLIA 976	0.02434608	UNITED ARAB EMIRATES 971	0.26613252
MONTENEGRO 382	0.366657	URUGUAY 598	0.09009552
MONTserrat 1-664	0.40244892	US VIRGIN IS 1-340	0.0402624
MOROCCO 212	0.19355244	USA 1	0.01505412
MOZAMBIQUE 258	0.08168904	UZBEKISTAN 998	0.17756688
MYANMAR 95	0.27957576	VANUATU 678	1.70068056
NAMIBIA 264	0.12473376	VENEZUELA 58	0.03655992
NAURU 674	2.1526998	VIETNAM 84	0.11505612
NEPAL 977	0.25807188	WALLIS & FUTUNA 681	0.99711756
NETH ANTILLES 599	0.24786276		
NETHERLANDS 31	0.494634		
NEW CALEDONIA 687	0.4390452		

3.4 Roaming Rates

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. Available with 5G Voice and Data plans only. Excludes 4G back up plan.

ROAMING RATES				
All rates listed are in \$AUD.				
GST does not apply to roaming charges (with the exception of the standard SMS, MMS, international SMS and international MMS rates).				
Post-Paid Roaming Rates		Zone 1	Zone 2	Other Sat Aero & Marine

National Voice Calls within the same country (per minute)	National Voice Calls	\$0.12	\$1.80	\$4.80
International Voice Calls outside the country you are in	International Voice Calls	\$0.12	\$1.80	\$4.80
To receive Voice Calls	Receive Voice Calls	\$0.12	\$1.80	\$4.80
National Video Calls within the same country	National Video Calls	\$0.12	\$1.80	\$4.80
International Video Calls outside the country you are in	International Video Calls	\$0.12	\$1.80	\$4.80
To receive Video Calls	Receive Video Calls	\$0.12	\$1.80	\$4.80
Connection Charge (per outgoing Voice and Video call)	Flag Fall - connection fee	\$0.00	\$0.00	\$0.00
SMS to an Australian number (per 160 characters)	SMS	\$0.04	\$0.60	\$1.80
SMS to a non-Australian number (per 160 characters)	SMS	\$0.04	\$0.60	\$1.80
To receive SMS	SMS	\$0.00	\$0.00	\$1.80
MMS to an Australian number (per message)	MMS	standard domestic MMS rate +	standard domestic MMS rate +	standard domestic MMS rate +
		Data @ \$0.0252/MB	Data @ \$1.2/MB	Data @ \$18.60 per MB
MMS to a non-Australian number (per message)	MMS	standard domestic MMS rate +	standard international MMS rate + Data @ \$1/MB	standard international MMS rate+ Data @ \$15.50 per MB
		Data @ \$0.0252/MB		
To receive MMS (per MB)	Data 1 IMB	\$0.03	\$1.20	\$18.60 per MB
GPRS / 3G /4G Data	Data / IMB	\$0.03	\$1.20	\$18.60 per MB

3.5 International Country Zones

Zone 1	Europe	North America	Asia	Middle East
Oceania and the Pacific	Albania	Canada 1 2	Afghanistan	Bahrain
French Polynesia	Austria	Guam g the Northern Marianas	Bangladesh	Egypt
Nauru	Belarus	Puerto Rico 2	Bhutan	Jordan
New Zealand	Belgium	United States 1 2	Brunei Darussalam	Oman
Norfolk Island*	Bosnia and Herzegovina	US Virgin Islands 2	Cambodia	
Papua New Guinea	Bulgaria		China	
Samoa	Croatia	Central America	Hong Kong	Africa
Solomon Islands*	Cyprus	Costa Rica 1 Belize	India	Botswana
Tonga	Czech Republic	El Salvador* 4	Indonesia	Burkina Faso
Vanuatu	Denmark	Nicaragua	Japan 3	Cameroon*
	Estonia	Peru	Kazakhstan	Nigeria
AeroSpace*	Faroe Islands	South America	Korea South 3	Uganda
	Finland	Bolivia	Kyrgyzstan	
	France	Uruguay	Laos	
Caribbean Islands	Germany	French Guiana*	Macau	
Guadeloupe	Gibraltar		Malaysia	
Martinique	Greece Guernsey		Monglia	
	Hungary		Myanmar	
Saint Marthelemy	Iceland		Nepal*	
	Ireland		Pakistan	
	Isle of Man		Philippines	
Saint Martin	Italy		Singapore	
	Jersey		Sri Lanka	
	Latvia		Taiwan	
	Liechtenstein		Tajikistan	
	Lithuania		Thailand	
	Luxembourg		Timor-Leste	
	Macedonia		Uzbekistan	
	Malta		Azerbaijan	
	Monaco		Armenia	
	Montenegro		Georgia	
	Netherlands			
	Norway			
	Poland			
	Portugal			
	Romania			
	Russia			
	San Marino			
	Serbia			
	Slovak Republic			
	Slovenia			
	Spain			
	Sweden			
	Switzerland			
	Turkey			
	Ukraine			
	United Kingdom			
	Vatican City			
Zone 2	Central America	Africa	Middle East	Caribbean Islands

South America	Guatemala	Algeria		Anguilla
Argentina 1 2	Mexico	Chad	Iran*	Antigua and Barbuda
Brazil	Panama 4	Congo, Democratic Republic of t	Israel	Aruba Barbados
Chile 1 2		Congo, Republic of the	Lebanon	Bermuda
Colombia		Cote D'Ivoire*	Iraq	Bonaire
Ecuador		Ethiopia*	Palestine	Cayman Islands
French Guiana*		Ghana	Qatar	Curacao & Bonaire
Guyana		Guinea Bissau*	Saudi Arabia	Dominica
Paraguay*		Guinea*	Syria*	Dominican Republic 1 2
Trinidad and Tobago		Kenya	Tunisia	Grenada
Venezuela		Liberia*	United Arab Emirates	Haiti
		Madagascar	Yemen*	Jamaica
		Malawi	Kuwait*	St. Kitts and Nevis
		Mauritania*		St. Lucia
		Mauritius		St. Vincent and the Grenadines
		Morocco		Turks and Caicos
		Mozambique		
		Namibia*		
		Reunion Island*		
		Rwanda*		
		Senegal*		
		Seychelles		
		Sierra Leone		
		South Africa		
		South Sudan*		
		Sudan		
		Tanzania		
		Zambia*		
		Zimbabwe*		
Zone 3				
Maritime				

* Data roaming is not yet available in this country

AeroMobile allows customers to use mobile roaming whilst in-flight on applicable Partner Airlines only. Partner Airlines are subject to change without notice. You can check the latest Partner Airlines [here](#).

- 1 Requires a 3G 850/1900 handset for 3G Roaming
- 2 Requires a GSM 1900MHz compatible (tri-band) handset
- 3 Requires a 3G 2100MHz compatible handset
- 4 Requires a GSM 850MHz compatible (quad-band) handset
- 5 Note: T-Mobile USA requires a 1700/2100MHz handset for 3G roaming

3.6 Add-on features

Zone 1 Roaming Pack

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. Available with 5G Voice and Data plans only. Excludes 4G back up plan.

Zone 1 Roaming Pack	
Roaming Pack Inclusions*	
Price	\$5 ex-GST
Voice Minutes	3000
SMS	3000
Data	5GB
Validity	1 day

*Zone 2 and Zone 3 roaming usage will be charged as per the specific rates for roaming countries. The network speed is limited to a maximum of 150Mbps for services activated on this plan.

Data Pack

Available to purchase with 5G Voice and Data plans only. Excludes 4G back up plan.

Data10	
Price (Inclusive of GST)	\$10.00
Inclusion	10GB
Validity	Until end of the bill period

IDD Pack

Available to purchase with Voice plans only. IDD packs enable you to make calls to the IDD 35 countries.

IDD35	
Price (Inclusive of GST)	\$10.00
Inclusion	200min of calls
SMS	Unlimited
Validity	Until end of the bill period

IDD35Unlimited	
Price (Inclusive of GST)	\$15.00
Inclusion	Unlimited Calls and SMS
Validity	Until end of the bill period

IDD 35 Countries

This list is subject to change.

Country + Code / Destination	
ROMANIA 40	NORWAY 47
SWEDEN 46	KOREA SOUTH 82
IRELAND 353	SLOVAKIA 421
SINGAPORE 65	TAIWAN 886
MEXICO 52	POLAND 48
CANADA 1	MONGOLIA 976
PUERTO RICO 1-787, 939	UK 44
SPAIN 34	NEW ZEALAND 64
GERMANY 49	ESTONIA 372
ISRAEL 972	DENMARK 45
USA 1	INDIA 91
BRAZIL 55	MALAYSIA 60
CHINA 86	CHILE 56
ITALY 39	SWITZERLAND 41
FRANCE 33	JAPAN 81
PERU 51	ICELAND 354
ARGENTINA 54	HONG KONG 852
VENEZUELA 58	

3.7 Value Added Services Pricing

All rates are exclusive of GST.

Charge Type	Charging Regime	Rated Charge Peak Time (ex GST)	Rated Charge Off Peak (ex GST)	Additional Terms
		<i>Peak: 7:00am-7:00pm Mon-Sat</i>	<i>Off-Peak: All other times</i>	
Caller ID		Nil	Nil	
Call Waiting (Call hold, Call wait)		Nil	Nil	
124 YES (Call duration)	Per Call + Flag fall	Local call charge (rate plan)	Local call charge (rate plan)	\$1.59 (ex GST) per call + local call charge. If you request that the search result is sent as a text message to your mobile

				phone the SMS will cost \$0.227 ex GST per SMS.
Directory Assistance Calls (1223)	Per Call	\$0.54	\$0.54	
Operator Assistance Calls (1225)		Nil	Nil	<i>From 1 December 2014, International Directory Assistance calls are zero-rated.</i>
18xx Numbers		Nil	Nil	<i>From 1 January 2015, mobile calls to 1800 numbers are zero-rated.</i>
13xx Numbers (incl. 1300x)	As per rate plan	Mobile to fixed rate	Mobile to fixed rate	As per applicable rate plan i.e. standard mobile to fixed call rate
19xx Premium Service Numbers		Variable - set by 3rd party	Variable - set by 3rd party	Retail price advertised by third party + airtime surcharge
Freecall Numbers		Nil	Nil	1800MUMDAD (1800686323), 1800REVERSE (1800738344 & 1800738377), Kids Helpline (1800551800) & Lifeline (131114)
SMS-MO (incl Web & Group SMS)	Per message sent	As per rate plan	As per rate plan	As per rate plan. Incur additional roaming message fee whilst overseas (per message).
Premium SMS	Per message sent	Variable - set by third party	Variable - set by third party	Retail price advertised by third party
International SMS	Per message sent	\$0.12	\$0.12	Incur additional roaming message fee whilst overseas (per message).
International Video Call	Flag fall	\$0.82	\$0.82	Only available if domestic Video Call is also enabled. Flagfall applies at \$0.3181818. Billed as per rate plan increments.
MMS (incl Web MMS)	Per Message sent	\$0.10	\$0.10	MMS may originate from handset or Internet. MMS charge will apply to each time a message is sent regardless of medium. If a customer sends one MMS message from either a handset or the internet to 10 mobile numbers, the

				service charge will apply X 10. The Charges apply irrespective of whether or not the messages are successfully delivered. Each upload of an image from a handset onto the Customer's personal album will incur a charge. These MMS Terms apply to all MMS services set out below.
Premium MMS	Per message sent	Variable - set by third party	Variable - set by third party	Retail price advertised by third party.
International MMS MO (incl International Web MMS)	Per Message sent	\$0.82	\$0.82	Sending an International MMS (or International Web MMS) whilst overseas incurs an additional roaming message fee (per message) and International Roaming Charges.
MMS downloads (news, surf reports, Web Cams)	Per Message Sent	\$0.82	\$0.82	Retail price advertised by third party.
Voicemail (incl Group) - Call diversion deposit within Australia		Nil	Nil	Group Voicemail activated via Zoo
Voicemail (incl Group) - message retrieval within Australia	Per 1 sec	\$0.01	\$0.01	Group Voicemail activated via Zoo
Missed Call Service		Nil	Nil	Caller leaves message, which is converted to txt & sent as SMS to missed call party.
International calls	Per 1 minute or as per rate plan	See Section 5	See Section 5	See Section 5
Call Diversion	Per 1 minute	\$0.06	\$0.06	Diversion to national numbers = 6c/1 minute. Diversion to international numbers = 6c/1 minute + international calling rate

International Roaming Call Charges	Per 1 minute	See Section 5	See Section 5	See Section 5
Third Party Premium Services	Per download	Variable - set by third party	Variable - set by third party	Retail price advertised by third party. Standard mobile data rates also apply.
Video Call	Flagfall	\$0.55	\$0.55	Flagfall applies at \$0.3181818. Billed as per rate plan increments.