

Welcome to Vocal! Here's a quick summary of your Mobile SIM only plan just to make sure you're across all the important things you need to know about the service and our charges.

Information about the Service

This is a SIM-only, post-paid mobile phone service that gives you access to the Optus 5G and 4G network. The plan includes a mobile phone number (or port your existing number), lets you make and receive calls, send and receive messages, includes a voicemail service and gives you access to mobile data within Australia.

Minimum term: month to month

Bundling: Not required for this service

Handset: You can choose to bring your own compatible 'unlocked' mobile handset or buy a mobile handset from Vocal.

Promos and special pricing: This summary may not cover any special or customised rates or optional extras.

What is included

With your monthly plan allowance you can make national calls to standard fixed and mobile numbers within Australia, including national SMS, MMS, 1800/13/1300 calls and voicemail.

Your unused allowances will expire each month at the end of the billing cycle.

The included Monthly Data Allowance allows you to access mobile internet in Australia and unused data expires each month. Excess data used beyond your allowance will be charged at \$15.00 per 1GB block.

What is not included

Your Vocal mobile plan does not include a mobile handset. Your monthly Call Allowance can't be used for calls made while overseas; nor can it be used for calls, SMS and MMS made to international numbers; calls to premium services; calls to operated assisted numbers and content services.

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your mobile SIM only service for things not included in your plan you will have to pay more than your monthly minimum.

	1Gb SIM	6Gb SIM	20Gb SIM	50Gb SIM	100Gb SIM
Monthly access fee	\$15	\$21	\$33	\$56	\$65
Monthly included data	1Gb	6Gb	20Gb	50Gb	100Gb
Standard national calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Total minimum cost	-	-	-	-	-
Global roaming pass [^]	\$10 [^]	\$10 [^]	\$10 [^]	\$10 [^]	\$10 [^]
Mobile bundle cashback [†]	\$120 ⁺	\$120 ⁺	\$120 ⁺	\$120 ⁺	\$120 ⁺

[^]Optional service by request only. Per day rate displayed providing unlimited calls, text and 1Gb data in Zone 1 counties only.
[†]\$120 Vocal SIM & Samsung Mobile Bundle Cashback – \$5 per month credit applied to your account up to max \$120 value when bundled in conjunction with any Vocal SIM plan over 24 month term handset not included.

Your first bill: We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Cancellations: You must notify us that you wish to cancel your service. You may cancel at anytime which will take effect on the last day of the bill cycle. No pro-rata credits or refunds can be provided for cancelled services.

Plan changes: You may change your plan at anytime subject to a \$15 administration fee

SIM cards: We will send you a new SIM card prior to activation of the service. Once you have received the SIM card, we will activate the service. You must insert the correctly sized SIM card into your mobile device. Vocal is not responsible for any loss of data caused as a result of swapping SIM cards or service providers. Replacement of lost SIM cards will incur a \$20 fee.

Early termination fees: not applicable on this plan

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

Payment Methods: A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Bill Options: A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

International call rates: Charges for calls made to international fixed and mobile numbers will vary according to the destination as per the current Optus rates published on their website and subject to a 20c flag fall charge and per 60 second billing.

Other Information

Optus 5G & 4G Plus Coverage & Serviceability

The Fixed Wireless Broadband service is only available in selected areas and subject to a service assessment. For information about network coverage call us on 1300 796700 or visit the Optus website.

Usage Alerts

We'll do our best to send you timely SMS alerts concerning your usage when you have reached 50%, 85% and 100% of your included allowances for either data or calls relating to your mobile service plan.

If you have used more than 100% of your included allowances, and we have not heard from you then we may restrict your service for the remaining bill cycle to reduce any excess charges. Alternatively, you may request that we restrict such services on your behalf from a period of time.

Fair Go Policy

This service is subject to our Fair Go Policy which sets out 'unreasonable', 'unacceptable' and 'commercial purpose use' of the service which is available on our website vocal.com.au/fairgopolicy.

Reporting & Online Tools

Customers may access our Self Help Tool at no charge via the Vocal website to review bill history, reports and unbilled charges. Contact Customer Support to request your login details.

Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on 1300 796700 (local call cost) or send us an email to support@vocal.com.au or visit our website vocal.com.au

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit www.tio.com.au

vocal 

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