

Welcome to Vocal! Here's a quick summary of your Fixed Wireless Broadband 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 bundled post-paid mobile data service that gives you access to the Optus mobile network. The service includes a monthly data allowance, a SIM card and a pre-configured Wi-Fi modem router that gives you access to the internet as an alternative to DSL and nbn® services.

Minimum term: 24 month terms

Bundling: This plan combines mobile data and a pre-configured 5G/4G modem router so that you can access the internet.

Modem: This plan requires a Huawei B628 4G Wi-Fi modem supplied and owned by Vocal to access the internet. No other device is supported to access this service.

Data speed: Depending on the plan you choose, the maximum download speed for this service is between 25 - 100Mbps and maximum upload speed is 2 - 40Mbps within areas with access to 2300MHz band.

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

Your Monthly Data Allowance: Depending on the plan you choose, your data allowance is either Unlimited, 200GB or 500GB per month

Excess data usage: Excess charges will apply if you exceed your data allowance at a cost of \$15 per 10GB up to a maximum of 50GB at which time your service speed will be reduced to 256Kbps and excess charged at \$15 per 1GB.

Connection & set-up fees: Depending on the plan you choose, a once off set-up fee of either \$99 or \$149 plus \$20 delivery fee for the pre-configured mobile Wi-Fi modem router.

What is included

A Huawei B628 (Optus branded) modem and Vocal SIM card. Included data is calculated as a combined total of uploads and downloads in a billing month and rounded up to the whole GB.

What is not included

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

Information about pricing

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

	Unlimited - 25Mbps	200Gb - 100Mbps	500Gb - 100Mbps
Minimum monthly fee	\$50	\$55	\$75
Minimum term	24 months	24 months	24 months
Monthly included data	Unlimited	200GB	500GB
Set-up fee	\$99	\$149	\$149
Total minimum cost	\$1,299	\$1,469	\$1,949
Wi-Fi modem router	Included	Included	Included
Typical peak speed*	10Mbps [^]	79Mbps*	79Mbps*
Excess data (upto 50GB)	N/A	\$15 per 10GB	\$15 per 10GB
Excess data (after 50GB)	N/A	\$15 per 1GB	\$15 per 1GB

*Max download 25Mbps & upload 2Mbps

*Areas with access to 2300MHz band

*Areas with access to 2300MHz band

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: These plans are for new activations only and no plan changes or plan swaps are permissible.

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 SIM card into the supplied 4G modem device to use the service.

Early termination fees (ETF): Customers who connect to the 24 month term plan are subject to an ETF fee which is the greater of either \$199 or calculated by the remaining monthly access until end of minimum period (ETF=Access x Months)

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.

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

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