

Welcome to Vocal! Here's a quick summary of your nbn® internet and Wi-Fi bundle 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

The National Broadband Network (nbn®) provides affordable high-speed internet to all Australians and supports different types of technology to connect your premises to a fibre optic line which includes FTTP, FTTN, FTTB, HFC and fixed wireless (rural and remote areas only)

The technology used for your connection depends on where you live and will influence the speed of your service, the equipment to be installed by nbn® and the type of compatible router needed to use this service.

Minimum term: 12 months

Bundling: This plan combines an nbn® service with a Wi-Fi router that is pre-configured and delivered to your address.

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

nbn® speeds: Refer to our 'nbn® Speed Guide' for information on factors that may affect the speed of your nbn® service with us which can be found on our website.

What is included

Huawei HG659 Wi-Fi router

Unlimited data

Monthly Data Allowance is subject to our Fair Use Policy.

NBN equipment

NBN Co will provide equipment required to connect the service which may include the nbn® Utility Box, NBN Connection Box and power supply with battery back-up.

What is not included

Customers are responsible for the installation and configuration of any devices connected to the service regardless of it being supplied by Vocal or a third party.

Australia wide delivery fee of \$20 for the Wi-Fi router

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your nbn® service for things not included in your plan or exceed your included usage for either data or calls, you will have to pay more than your monthly minimum.

	nbn® 12 Wi-Fi Bundle	nbn® 25 Wi-Fi Bundle	nbn® 50 Wi-Fi Bundle	nbn® 100 Wi-Fi Bundle	nbn® 250 Wi-Fi Bundle	nbn® 1000 Wi-Fi Bundle
Monthly access fee	\$53	\$63	\$73	\$83	\$123	\$143
Minimum term	12 mths	12 mths	12 mths	12 mths	12 mths	12 mths
Set-up fee	No set-up fee	No set-up fee	No set-up fee	No set-up fee	No set-up fee	No set-up fee
Total minimum cost	\$636	\$756	\$876	\$996	\$1,476	\$1,716
Included data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Excess data (GB)	-	-	-	-	-	-
Home phone (p/mth) ^{††}	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]
Wi-Fi router	Included	Included	Included	Included	Included	Included
Typical peak speed	10 Mbps*	19 Mbps*	39 Mbps*	79 Mbps*	200 Mbps*	600 Mbps*

*Optional service

†Call charges and telephone 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. A \$200 Order Withdrawal fee applies if cancelling after order submission prior to connection.

Plan changes: You may change your plan at anytime subject to a \$30 administration fee

Early termination fees (ETF): Applies to this plan and is charged at the greater of either \$150 or calculated by the remaining monthly access charges until the end of the minimum period (ETF = Monthly Access Fee x remaining months in contract).

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.

Non standard installations: By appointment and quotation of \$150 call out fee, \$120 hourly labour fee plus parts & equipment.

Other Information

nbn® Coverage & Serviceability

The nbn® service is only available in selected coverage areas and subject to a service assessment, may be delivered to your premises utilising a variety of technologies which may include satellite for rural locations. For information about network coverage call us on 1300 796700 or visit the NBN Co 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.

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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