



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

Information about the Service

This SIM/eSIM-only post-paid mobile phone and data service provides access to the Optus 4G and 5G networks on eligible plans. 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 services within Australia, with international roaming available where enabled.

Minimum term: 12 months (monthly access fee amortised and charged upfront and each anniversary.

Bundling: Not required for this service

Handset: You can choose to bring your own eSIM 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 annual charge. If you use your Gmobile® eSIM / SIM only service for things not included in your plan you will have to pay more than your annualised minimum.

	1Gb 4G	5Gb 4G	20Gb 5G	50Gb 5G	100Gb 5G	200Gb 5G
Annualised access fee	\$180 (equivalent to \$15 p/mth)	\$288 (equivalent to \$24 p/mth)	\$360 (equivalent to \$30 p/mth)	\$600 (equivalent to \$50p/mth)	\$960 (equivalent to \$80 p/mth)	\$1,620 (equivalent to \$135 p/mth)
Monthly included data*	1Gb	5Gb	20Gb	50Gb	100Gb	200Gb
Standard national calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Total minimum cost	\$180	\$288	\$360	\$600	\$960	\$1,620
Global roaming pass [†]	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]	\$10 [†]
Mobile bundle cashback [†]	\$120 [†]	\$120 [†]	\$120 [†]	\$120 [†]	\$120 [†]	\$120 [†]

*Optus 4.5G Plus network on selected 1Gb & 5Gb plans. Optus 5G network on selected 20Gb plans and above.

[†]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 Gmobile® eSIM or 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 may cancel any time by written notice. If cancelled within the 12-month term, any unused portion is forfeited. No refunds apply to annual upfront payments.

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

eSIMs: We will provide an eSIM QR code via email or SMS prior to activation of the service. Once received, scan it on an eSIM compatible, unlocked device to download the eSIM profile and complete activation. Vocal is not responsible for data loss caused by replacing eSIM profiles or switching providers. Replacement of lost or deleted eSIM profiles will incur a \$20 fee.

Early termination fees: Any remaining annual access charges to the end of the minimum term will apply.

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. 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

Your Gmobile® service is delivered across the Optus Mobile Network which provides Australia-wide coverage to over 96.5% of the population. For more 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 email 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

Gmobile® has stepped up to 5G.

Enjoy faster mobile data speeds on selected plans, with 4G coverage there when 5G isn't available.




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