

CRITICAL INFORMATION SUMMARY**MOBILE PLAN****Information about the service:****MONTH TO MONTH****Information about the Service:**

This plan is a postpaid mobile service which includes the following:

- Standard local and national call (Up to 3000 mins) Included*
- Voice Deposits and Retrievals Included*
- Standard SMS and MMS to Australian mobiles Included*
- 1.5 GB Internet data
- \$100 International Calls

Minimum Term

Mobile Plan Month to Month has no minimum term.

How the Mobile Plan Works

This Mobile Plan entails \$45 monthly fee which covers monthly base inclusion of voice minutes and data.

Bundling Arrangements

This Mobile Plan does not have to be bundled with any VTELECOM service.

Promotions

This summary does not cover special promotions offered by VTELECOM.

PRICING INFORMATION

Rate	\$45/Month
Local Calls	Included*
National Calls	Included*
Voicemail Deposit and Retrieval	Included*
Standard SMS and MMS	Included*
Data	1.5 GB
International calls	\$100
SIM Card & Delivery Charge	\$20
Contract	Month

Fair Go Policy Applies*Fair Go Policy****Data Charges**

Data Users are based on how much data you use accessing email, social media, some apps and mobile internet. If you use more than you're allowed Monthly Data then additional National charges of – 30¢ per MB would be applicable. For International Data Roaming, different rates apply.

Because VTELECOM AUSTRALIA aims to protect all its clients as they enjoy our top quality service, we implement a Fair Go Policy and the following applies to all subscribers:

- Clients are not allowed to use the services rendered by the Provider excessively. VTELECOM reserves the right to suspend or cancel the service to subscribers who exceeds the limit in accordance to their plan details as it may affect the Provider's network which may consequently affect the service rendered to other clients.

Equipments Required

A mobile phone is needed to use this service. You may either Provide the unit or you may purchase one from us.

Early Termination Fee / Cancellation Fee

There are no termination charges for Mobile Plan Month to Month since the package does not include a contract.

CRITICAL INFORMATION SUMMARY

MOBILE PLAN

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MONTH TO MONTH

OTHER INFORMATION

BILLING

The pricing in this Critical Information Summary are for the full billing cycle but your first bill may include pro rata charges for part of the month if you have started a plan part way through a billing period. Refer to the "Important information about your first bill" section below for more information.

- **IMPORTANT INFORMATION ABOUT YOUR FIRST BILL**

When you commence a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

- **EMAIL BILLING**

VTELECOM is committed to reducing our environmental footprint, and therefore email billing is our default method of billing. Paper bill may be received as an option for an additional \$4.00 inclusive of GST. To opt for paper billing, please call 1800-VTELECOM.

We are dedicated to customer service excellence.

CONTACT US

For queries, technical difficulties and other complaints, please call our customer service center at 1800-VTELECOM or email us at support@vtelecom.com.au.

COMPLAINTS OR DISPUTES

For queries, technical difficulties and other complaints, please find complete contact details on our website: VTelecom.com.au.

FURTHER INVESTIGATION

If you are not satisfied with the service that you have received from us, please inform us as soon as possible. If we are unable to resolve the issue, you may then seek assistance from the Telecommunications Ombudsman (TIO). The TIO will only investigate your complaint once you have already attempted to resolve your issue with VTELECOM. The TIO may be contacted by visiting their website at www.tio.com.au or via telephone at 1800-062-058.