

Bundle Promotion

5G wireless

Australia's easiest broadband

1 Qantas point for every \$1 you spend on your 36 month term.

\$70
per month

5G Swift

SAVING \$10 (\$80 unbundled pricing)

- Zero connection fee
- Speed restricted to 100Mbps*

1 Qantas point for every \$1 you spend on your 36 month term.

\$90
per month

5G Rapid

SAVING \$10 (\$100 unbundled pricing)

- Zero connection fee
- Unrestricted speeds (typical 225Mbps 7pm-11pm*)



FREE Modem
with 24/36 month contracts

Nokia FastMile normally \$935



Simple installation

It's easy to set up the 5G modem yourself in a few simple steps.



Super-fast downloads

Go faster than ever with a typical busy period download speed of 225Mbps* on our uncapped plan.



Unlimited data

No excess charges, ever.

Critical Information Summary: 5G Wireless Broadband

Description about this service:

This plan is for a 5G Internet service supplied in limited areas of selected suburbs within Australia using the Optus 5G Network.

The 5G plan includes unlimited broadband data allowance and is available on a 24 or 36 month terms.

Minimum Monthly Charge: 5G Swift Plan bundled \$70, Unbundled \$80. 5G Rapid Plan bundled \$90, unbundled \$100

Minimum total Charge:

5G Swift Plan bundled 24 month contract=\$1680, Unbundled=\$1920.

5G Swift Plan bundled 36 month contract=\$2520, Unbundled=\$2880

5G Rapid Plan bundled 24 month contract=\$2160, Unbundled= \$2400

5G Rapid Plan bundled 36 month contract=\$3240, Unbundled= \$3600

Serviceability and Speed:

The 5G Internet service is only available in limited areas of selected suburbs on the Optus 5G Network with the modem supplied by Vonex. There may be technical or other reasons that affect your ability to access the service on the 5G network at your address. The service check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable. If you are unable to establish a 5G connection within the first 30 days, Vonex reserves the right to: cancel your service contract with us; or offer an alternative internet service. We recommend that you position your modem close to a window to maximise signal strength.

The 5G Internet service uses the Optus 5G Network, and it needs to be used at the address provided during the service check. If at any time it's detected that the Vonex supplied modem has been (or is being) used at a different location other than that provided to Vonex in the original service check, Vonex reserves the right to suspend or cancel your 5G Internet service. Your actual speed will depend on a number of factors, including congestion, location of the Vonex-supplied modem in your premises, distance from the Optus 5G tower, local conditions, hardware, software and general internet traffic. In the event of an interruption to the 5G Network service, your service may continue to operate on the Optus 4G Plus Network (if available) depending on the nature of the interruption.

Equipment needs:

You require the Vonex-supplied modem fitted with a Vonex supplied SIM to use this service. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. The Vonex-supplied modem remains the property of Vonex during your contracted period. You must return the Vonex-supplied modem in good working order within 30 days if you cancel within your contracted period or you will pay a non-return fee of \$330. We do not support fixed line telephony, back-to-base home alarm system or medical alert /alarm services on the 5G internet service.

Information about pricing:

See the table at the start of this summary for your plan pricing and minimum monthly charge. Early Termination Fees are calculated at 50% of the monthly plan fee times the number of months remaining in the contract term. The \$330 modem non-return fee is in addition to any other termination fees.

Bundling

The service is not conditional on any bundling arrangements however we offer discounts as detailed above for bundling this with a Vonex VoIP product (including ONdesk, ONsip and Lineshare products). We also do provide other telco services that can be included on one bill. Please contact us for further information.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email helpdesk@vonex.com.au if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO): We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>.

This CIS is a summary only. Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions. This summary is valid as of July 2021

Contact your Channel Partner