

Information About the Service

Service Description

Voipex Mobile 5G Phone Plans are post-paid mobile phone plans that use the Optus 4G and 5G mobile network. Each plan includes standard calls to Australian landlines, Australian mobile numbers, 13/1300/1800 numbers and voicemail, as well as standard SMS and MMS to Australian mobile numbers.

Plan inclusions are for use in Australia only and expire at the end of each billing period.
Excess data is charged at \$0.50 per GB.

The Voipex Acceptable Use Policy applies to all plan inclusions. Voipex supplies these services as a reseller of Optus network services and is responsible for customer service, billing and support for your plan.

Plan Details

Plan charge / allowance	Basic	Plus	Max
Minimum monthly charge	\$25	\$40	\$55
Included data	25 GB	100 GB	200 GB
Minimum total cost	\$25	\$40	\$55

Shared condition	Applies to all plans
Network	Optus 4G/5G network, with 5G speeds capped at 150 Mbps
Standard calls	Unlimited standard national calls
Standard SMS/MMS	Unlimited standard SMS and MMS
Excess data	\$0.50 per GB
Contract term	1 month

Included and Excluded Usage Types

Included usage	Not included
- Standard national calls - Standard Australian mobile calls 13/1300/1800 calls - Australian SMS and MMS - International SMS and MMS sent from Australia - Voicemail - VoLTE and Wi-Fi Calling	- Premium calls and SMS - International calls - Call forwarding - International roaming unless enabled separately

Premium calls and SMS, international calls and call forwarding are not included in your plan inclusions. International SMS and MMS inclusions apply to messages sent from Australia unless international roaming has been enabled. See the Voipex website <https://voipex.com.au> for detailed call pricing.

Voipex Mobile 5G Phone Plans

Other Information

Required Services and Availability

Coverage for the Voipex mobile phone plans is the same as the Optus 4G and 5G mobile phone network.

To use a Voipex Mobile 5G Phone Plan, you need a SIM and a compatible 4G/5G mobile handset that can make Triple Zero (000) calls on the network.

You are responsible for checking that your device is compatible. You can check compatibility by:

- Checking with the manufacturer of your mobile handset.
- Checking your device compatibility by entering your 15-digit IMEI here:
<https://www.optus.com.au/support/checkdevice>

International Usage

You will not be able to use your service overseas unless international roaming is enabled on your plan. Contact Voipex before travelling if you want international roaming enabled. A daily roaming fee applies once international usage is detected, such as making or receiving calls, sending SMS or MMS, or using mobile data while overseas.

International Roaming Pack

Item	Inclusion
Daily rate	\$7 / day
Voice minutes	3000
SMS	3000
Data	5 GB
Eligible countries	Zone 1

The roaming pack expires at midnight in the relevant local time zone on the day it is activated, or when the included 5 GB data allowance is used, whichever occurs first. If you use the included 5 GB before midnight, another daily fee will apply if you continue using roaming.

Monitoring your Usage

Not everything is included in your plan. You can monitor your usage through the VoIPex Billing Portal. We will notify you by SMS or email when your usage reaches 50%, 85% and 100% of your included value.

We will also notify you when additional charges outside your included value reach an amount equal to double your monthly plan fee.

Your Monthly Bill

On the first day of each month, we bill you in advance for the minimum monthly charge. Your first bill will include a part-month charge from the date your plan started to the end of that billing cycle, plus the minimum monthly charge in advance for the next billing cycle.

Customer Service Contact Details

You can contact Voipex via phone 02 4957 8997, Monday to Friday between 9:00 am and 6:00 pm NSW time.

You can also contact us via email using the following details:

Contact type	Email address
Sales	sales@voipex.com.au
Support	support@voipex.com.au
Billing	accounts@voipex.com.au

Complaints or Disputes

If you have a problem or complaint about your service, please contact Voipex as soon as possible using the contact details listed above.

Dispute Resolution Process

If you are dissatisfied with the outcome of your complaint or dispute and wish to take the matter further, please follow the escalation process outlined at: <https://voipex.com.au/support/complaint-handling/>

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://www.tio.com.au/making-a-complaint>