



This is a summary only. Full terms and conditions are in our Customer Agreement, available at www.voiceclouddigital.com.au

This Critical Information Summary (CIS) sets out the key information about our mobile services. It will help you decide if our service is right for you. It covers our standard month-to-month mobile SIM only plans.



1. PLAN INCLUSIONS

ALL PLANS INCLUDE:



Unlimited Standard National Calls
To Australian numbers.



Unlimited Standard National SMS
To Australian numbers.



International Unlimited Calls
To eligible countries.



Roaming Included
Use your plan in eligible countries.



Data Usage
High-speed data allowance included each month. Speed may be shaped after included data is exceeded.



No Lock-in Contracts
Month-to-month with no early termination fees.



No Setup Fees
Start using your service with no upfront setup charges.



Our mobile services are provided using parts of the **Telstra Wholesale Mobile Network across Australia.**



2. MONTHLY PLAN OPTIONS

DATA ALLOWANCE	MONTHLY PRICE	INTERNATIONAL CALLS
29GB data	\$40 /month	Unlimited to eligible countries
40GB data	\$45 /month	Unlimited to eligible countries
65GB data	\$55 /month	Unlimited to eligible countries
100GB data	\$75 /month	Unlimited to eligible countries
120GB data	\$85 /month	Unlimited to eligible countries



Unlimited standard national calls and SMS on all plans.



International unlimited calls to eligible countries.



3. DATA USAGE & SPEEDS



INCLUDED DATA

Your plan includes a monthly high-speed data allowance.



EXCESS DATA

Once you exceed your included data each month, your speeds will be shaped to a maximum of 1.5Mbps for the remainder of the billing cycle.



DATA SHARING

Data sharing or tethering is not permitted.



FAIR USE

Our Fair Use Policy applies. Visit www.voiceclouddigital.com.au for full details.



4. BILLING INFORMATION



Billing Cycle: Monthly in advance.



Payment Method: Direct Debit.



Late Payment: Late fees may apply.



Service Suspension: Non-payment may result in service suspension.

Visit www.voiceclouddigital.com.au for full billing terms.



5. SUPPORT & CONTACT



Phone
1300 365 316



Email
hello@voiceclouddigital.com.au



Website
www.voiceclouddigital.com.au



Support Hours

Mon – Fri: 9:00am – 5:30pm AEST



Complaints

info@voiceclouddigital.com.au



6. COMPLAINTS & DISPUTE RESOLUTION

We are committed to resolving any concerns you may have. If you are not satisfied with our response, please contact us:



1300 365 316



info@voiceclouddigital.com.au



7. IMPORTANT INFORMATION
This service is for use in Australia and eligible



Coverage is dependent on device compatibility and network availability.



This is a month-to-month service with no lock-in contract.



Visit our website for our Privacy Policy, Fair Use Policy and Customer Terms.