

# Critical Information Summary - \$10 Data Pack 3GB



## \$10 Data Pack 3GB

Valid from August 2020

### INFORMATION ABOUT THE SERVICE

#### **Bundling**

In order to purchase a Data Pack you must have an eligible Vaya post-paid mobile voice service. Packs are not added automatically.

#### **Adding Data Packs**

Data Packs can be added to a service at any time. Once added, Data Packs increase the data allowance for the current billing period only.

**Once the extra data pack allowance is used, further excess data is billed at the service plan's excess data rate.**

### INFORMATION ABOUT PRICING

#### **What's Included**

Plan Inclusions	\$10 Data Pack
Minimum monthly charge	\$10
Data Inclusion	3 GB
Cost of using 1MB of Data in Australia	\$0.0033
Minimum Term	This service is available as a month to month service (minimum term of one month) agreement.
Data Expiry	Data Packs increase the data allowance for the current billing period only, expiring at the same time as your current Vaya mobile plan.
Early Termination Charge	Not applicable.
Excess Data	As per your plan's additional data usage rate.

*All for use in Australia. Personal use only*

#### **Fair Use Policy**

Fair Use Policy refers to "unreasonable use" on this particular plan. Please review the [Fair Use Policy](#) for further information.

#### **What You Need**

To use this Vaya Mobile plan, you must have a mobile phone. We will supply the SIM only.

#### **Coverage**

Your mobile service will be carried on the Optus 4G Plus network. Please check your coverage at [www.vaya.net.au](http://www.vaya.net.au) before ordering.

## **OTHER INFORMATION**

**Let's Talk** If you feel that you are unsure of something, we have multiple ways for you submit your enquiry.

- You like to talk? Our Customer Service line is 1300008292.
- You like things to be in writing? Our Customer Service email address is [talk@vaya.net.au](mailto:talk@vaya.net.au)
- You're on the go? You can always visit our Facebook or Twitter page.
- You don't want to be on hold? We have a "Call Back Request" feature at [www.vaya.net.au](http://www.vaya.net.au)
- You want to chat to someone right now? You are able to speak to someone live simply by visiting our website at [www.vaya.net.au](http://www.vaya.net.au). Feel free to review our FAQ page as you may find that your questions are already answered [www.vaya.net.au](http://www.vaya.net.au)

### **Resolution of Complaints**

Vaya is dedicated to providing the best possible service and we consider customer satisfaction as paramount. Hence, we have assigned a dedicated team of solution specialists available on demand. Generally, if you have a complaint, it will be resolved at the point of contact, but if your complaint requires escalation we promise to provide you with regular updates on the status of your issue. We endeavour to have any and all complaints resolved within 10 business days. If the resolution looks like it may take longer than the stated period, we will be sure to inform you. You can access our complaints resolutions process here: <https://www.vaya.net.au/?option=Complaints>

### **Telecommunications Industry Ombudsman**

If you feel that you are dissatisfied with a resolution that we have proposed or you feel that we have not served you fairly, there are external organisations from who you can seek assistance such as the Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort and you must raise the issue or complaint with Vaya first and allow us to resolve it.

The TIO have the following methods to submit a complaint:

Phone: 1800062058 Fax: 1800630614 Letter: PO Box 276, Collins Street, Melbourne VIC Online: [www.tio.com.au](http://www.tio.com.au)

### **Complete Pricing**

For additional fees and charges, see: <https://www.vaya.net.au/?option=Terms-and-Policies/Additional-Fees-and-Charges>

For international call rates see: <https://www.vaya.net.au/?option=International-Rates>

If roaming is available with your service these rates apply: <https://www.vaya.net.au/?option=Roaming-Rates>

### **Monthly Spend**

Vaya will provide free SMS usage alerts once you've reached approximately 50%, 85% and 100% of your Standard Credit or Data Allowance, whichever comes first. Please note, usage records may take up to 48 hours to be received. We will also place an outgoing bar on your calls and SMS services if we don't hear from you to verify the spend. This is to help you avoid a high bill. To check your current balance, usages and spend, please login to your account at [www.vaya.net.au](http://www.vaya.net.au)

### **Billing**

The cost of the Data Pack will be added to the next invoice issued.

### **Usage Information**

To view your usage information, please log into your online account at [www.vaya.net.au](http://www.vaya.net.au) (Note- you will need your account number located on your invoice and password in order to log onto your account securely).