

Critical Information Summary - 2019 Vaya Spring UNLIMITED Plans



2019 Vaya Spring UNLIMITED Plans
Valid from September 2019

INFORMATION ABOUT THE SERVICE

This is a mobile service where you make a set payment giving you certain unlimited services and a set data allocation for a calendar month (see What's Included below). You need to purchase and activate a Vaya SIM card online from: www.vaya.com.au

Monthly Standard Credit UNLIMITED

What's Included In Standard Credit?

Standard credit includes calls to Australian mobiles and fixed line numbers including 13 and 1300, MMS to standard mobile services within Australia and Voicemail Deposits and Retrievals within Australia. 1800 calls incur no cost. Fair Use Policy applies to all Vaya services. All standard SMS (sent within Australia to other Australian mobiles) will not be charged.

What's Excluded From Standard Credit?

International calls and SMS, third party premium services (usually starting with 19), Voicemail Call Return, Directory Assistance and calls to numbers starting with '12' are charged directly on top of your plan. For full costs of these, please refer to www.vaya.net.au

What's Included

Plan Inclusions	Unlimited S	Unlimited M	Unlimited L	Unlimited XL	Unlimited XXL
Minimum monthly charge	\$16	\$24	\$36	\$44	\$56
Standard calls to mobiles and landlines	UNLIMITED				
Standard SMS & MMS	UNLIMITED				
Monthly Data Inclusion	3GB	18GB	38GB	50GB	64GB
Cost of using 1MB of Data in Australia	\$0.0052	\$0.0013	\$0.0009	\$0.0009	\$0.0009
Optional International Call Add-On to 100 countries	Unavailable	Unavailable	\$2 / Month (200 mins)	\$2 / Month (200 mins)	\$2 / Month (200 mins)
Calls to Voicemail	UNLIMITED				
Calls to 1300 / 1800 / 13	UNLIMITED				
Minimum Term	This service is available as a month to month service (minimum term of one month) agreement				
Early Termination Charge	not applicable				
Excess Data	\$10/GB (applied automatically once your monthly plan allocation is used)				

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.

INFORMATION ABOUT PRICING

Billing increments are per minute, excess data \$10/GB. Included data counted in kilobyte increments. International calls and SMS charged separately, for information on these charges, please go to: <https://www.vaya.net.au/?option=International-Rates>. You will be charged the minimum upfront cost when you order your SIM card. Optional International Add-On available for \$2.00 per month. The International add-on allows for 200 minutes of calls to 100 selected countries for the duration of your plan, once selected this product will be applied against your service each month. For more information on international packs and countries see our [International Rates Pack](#)

Early Termination Charge

You will need to pay for any extra charges if you've used more than the standard credit inclusions in your final month.

Other Fees And Charges

Late payment / Dishonour fee: \$15, Plan change Fee: \$5

Coverage

Your mobile service will be carried on the Optus 4G Plus network. Please check your coverage at 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 to 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
- 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
- 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. Feel free to review our FAQ page as you may find that your questions are already answered 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

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

Billing

Our billing cycle commences from the 1st until the end of the calendar month. This is a direct debit only plan requiring a valid credit card issued in your name to be used during the online sign-up and activation process. You'll be charged for a full month of your plan when you order your SIM card. If you join Vaya mid-month your data allocation will be pro-rated (reduced) in the first month and your second invoice will be adjusted to account for the pro-rated data allocation. This ensures you only pay for the days your service is active. Generally, your invoice will be generated between the 3rd and 6th of every month and sent through your allocated billing method. Please note that if you choose the paper billing method, there will be a charge of \$2.50 per invoice. Any payments processed through BPay will incur a \$1.00 charge that will be applied to your following invoice. It is recommended that you pay your invoices on time to avoid the \$15.00 late payment fee. For further information on our billing and additional charges/fees, please visit: www.vaya.net.au

Usage Information

To view your usage information, please log into your online account at 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).