

## Accord mobile voice and data plans

### DESCRIPTION ABOUT THIS SERVICE

Accord's Mobile plans are a mobile service on a month to month contract term with the specified included value and included data. The underlying network is the Optus mobile digital network (4G/3G). You are not required to bundle the service with other services or goods. Excess Data is charged at \$10 per GB.

The service includes the following monthly Included value for use within Australia:

| Plan Name   | Small  | Medium                                       | Medium Plus                                  | Large  | Extra Large                                  |
|---|--|--|--|--|--|
| Min. Monthly Charge                               | \$15   | \$25   | \$35   | \$40   | \$50   |
| Standard Voice calls (Local, National and Mobile) | Unlimited                                    | Unlimited                                    | Unlimited                                    | Unlimited                                    | Unlimited                                    |
| Standard Text (SMS)                               | Unlimited                                    | Unlimited                                    | Unlimited                                    | Unlimited                                    | Unlimited                                    |
| International call credits                        | \$0  | \$50   | \$300  | \$500  | \$500  |
| Included data                                     | 5GB  | 15GB   | 35GB   | 50GB   | 70GB   |
| Cost of sending a national MMS                    | Included                                     | Included                                     | Included                                     | Included                                     | Included                                     |
| Min. Total Cost (over 1 month)                    | \$15   | \$25   | \$35   | \$40   | \$50   |
| Calls to International numbers                    | See <a href="#">International Call Rates</a> |
| Minimum Contract Length                           | 1 Month                                      |
| Early Termination Fee                             | N/A  | N/A  | N/A  | N/A  | N/A  |

### Coverage

4G speeds are only available when the Customer uses a 4G-ready phone (LTE 1800/2100/2300/2600 and 700 MHz) in a 4G coverage area. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G speeds which will be much lower than 4G. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination.

Availability for the service can be confirmed by contacting an Accord Support Representative on 1300 017 150.

### Excluded Usage

These plans exclude Excess Data, Calls to International Numbers outside the plan credit, Calls to Satellite phones, Third Party content, Video Calls to International numbers, International Roaming, Directory Assistance, 124 Yes and other Enhanced Services. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported.

**Excess Data:** Accord Mobile plans have a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use more than the amount of Included Data, we will charge \$10 per 1GB on the following month's invoice. See Call Rates and Other Usages Rates below for a pricing summary of excluded key usage types.

For full rates and a complete understanding of Inclusions, visit [www.accordconnect.com.au/pdf/pricing-schedule.pdf](http://www.accordconnect.com.au/pdf/pricing-schedule.pdf)

### Early Termination Fees

Accord mobile plans are supplied on month to month plans. Customers are permitted to terminate the acquisition of the Service at any time, but you will forfeit any prepayments already made.

**OTHER INFORMATION****Full Terms**

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the full terms and conditions on which we provide our products and services.

**Billing Information**

You will receive your bill notification via email and your bills will be available online via My Account. Your minimum monthly charge plus any applicable additional charges will be debited from your nominated payment method as per the due date on the bill.

You will be billed on a recurring monthly basis until you notify us you wish to cancel. We require 30 days notice if you wish to cancel your services.

**Acceptable Use Policy**

You must comply with our Acceptable Use Policy for Mobile Plans and not use your service in a manner that we consider unreasonable or unacceptable. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service. Visit [www.accordconnect.com.au/pdf/acceptable-use-policy-mobile.pdf](http://www.accordconnect.com.au/pdf/acceptable-use-policy-mobile.pdf) for our Acceptable Use Policy for Mobile Plans

**Call and data usage and roaming**

Your call and data usage information can be obtained from [myaccount.accordconnect.com.au](http://myaccount.accordconnect.com.au). Charges for mobile roaming (i.e. for calls, SMS and data) are usually significantly higher than within Australia and also higher than charges for making international calls from Australia. Importantly, you may also be charged for receiving calls and SMS when using your service overseas. Mobile roaming is not included in your monthly allowance and you will be required to pay these charges in addition to your monthly charge. Even short periods of international mobile roaming can generate a very high bill.

**Customer Support Contact Details**

You can contact Accord Customer Support for Support or Billing assistance via 1300 017 150.

**Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at [here](#).

**Telecommunications Industry Ombudsman**

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