IP Voice SME - Complete

VONEX
always on

99.999% Uptime Guarantee
A fast reliable telco built for you

$49.⁹⁵ | per handset/mth prices include GST

(handsets not included)

Quality Assured Handsets

For our full range of Quality Assured Handsets see our hardware pricing list (A connection fee of $39 per handset applies, unless a 24 month contract is agreed to.

Features	Details
Local Calls	Included
National Calls	Included
Fixed to Mobiles	Included
International Calls (Top 25 Destinations)	Included
Calls to 13/1300 Numbers	Included
Hosted iPBX	Included
Access/plan fee per extension	Included
Voicemail to email	Included

YEALINK T42G

YEALINK T46G

YEALINK T48G

SME IP Voice

Top 20 Destinations – included

Top 20 Destinations include Canada, China, mobile, Denmark, France, Germany, Greece, Hong Kong mobile, Ireland, Israel, Italy, Malaysia, New Zealand, Singapore, Singapore mobile, Spain, Sweden, Taiwan, United Kingdom, United states. All other counties per minute see www.itrinity.com.au May not include mobiles or other non standard numbers to these destinations.

Hosted iPBX Features

Standard Features:

Ring groups, caller ID, auto attendant, hunt group, paging, call forward busy & no answer, DND, call park/pick up, music on hold. Voicemail (to email).

Optional Features:

Conference 'room': $10 per month, Complex (non standard). Hosted iPBX setup: $10 per handset.

Critical Information Summary – $49.95

Information about the service

This is an IP Voice service which requires the outright purchase of approved IP handsets from Vonex or an Authorised Vonex Dealer. Plan/Access fees are charged in advance on sign up, your monthly email bill is issued on the anniversary of activation. • Direct debit is mandatory, this can be via credit card or bank account, with payments deducted 4 days after your email bill is issued. • An internet connection is required for use of Vonex IP Voice services, the quality of service may be affected by the internet connection, firewall and other matters outside of the control of Vonex. • Whilst calls to 000 can be made, the Vonex IP Voice service cannot be replied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Vonex IP Voice. • Only Vonex approved and supplied handsets (locked to Vonex) may be connected to the Vonex service. • The main PSTN number may be ported to Vonex, a number range. Your former carrier may also charge a 'porting out' fee. • This service is available for Business customers with a valid ABN. • If a customer has agreed to a contract period and disconnects before the end of that term, the Early Termination Fee, is equal to the number of months remaining times the monthly minimum plan fee. • Uptime Guarantee: This applies if you have connected your service according to Vonex's minimum recommendations, which is the Quality Assured equipment (as shown on our hardware price list), a dedicated DSL2+ (minimum) connection for the IP traffic and our hosted iPBX configured by our inhouse team. The amount of downtime during a calendar month will be determined by our upline iPBX provider and does not include any scheduled maintenance our upgrade outages. If this is more than 0.001% on application, we will credit you double the value of the time that was down dependent on the plan that you are on at the time of the outage. If your internet connection or local power supply is as fault this does not qualify. • Offer subject to the Vonex fair use policy, for full details visit www.vonex.com.au.

Information about pricing

A connection fee of $39 per handset applies, unless a 24 month contract is agreed to. The minimum monthly amount payable is $49.95 per month per handset plus any additional features e.g. Twinning. • If a 24 month contract is agreed to the $39 connection fee is waived and the total minimum charge per handset will be $1,198.80. If the phones are disconnected before the 24 month term expires, the early termination fee is equal to the number of months remaining times $49.95 times the number of handsets. • International calls are charged in 1 minute blocks. • For full list of international call rates visit www.vonex.com.au. Vonex has a number of 'blacklisted' countries that are not accessible due to known fraudulent call activity on IP phone lines please check the full international list on the website for details.

Other information

Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au • If you wish to contact Vonex in respect to a dispute, please email helpdesk@vonex.com.au. • If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au.