

## Capped Business SIP

	\$11	\$22	\$55
Per channel per month	Plan IPB090	Plan IPB091	Plan IPB092
<b>Minimum Channels</b>	2	2	2
<b>Additional Channels</b>	\$11.00	\$22.00	\$55.00
<b>Minimum Charge per month</b>	\$22.00	\$44.00	\$110.00
<b>Contract Period</b>	<b>24 months</b>	<b>24 months</b>	<b>24 months</b>
Total Min cost for Contract	\$528	\$1,056	\$2,640
<b>Local Calls</b>	10c per call	Included	Included
<b>National Calls</b>	10c per call	Included	Included
<b>Fixed To Mobile</b>	18c per min	18c per min	Included
<b>13/1300 Numbers</b>	33c per call	33c per call	33c per call
<b>Setup</b>	Free	Free	Free
<b>Pre Configured ATA if Required</b>	\$99.00	\$99.00	\$99.00

The same plan must be selected for every channel on an account.

### Critical Information Summary

#### Information about the service

- This is an IP Voice service which requires a gateway connection to a customers premises. This may or may not be supplied by Vonex and requires a technician to implement. There is 12 month minimum term applicable.
- 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 aer your email bill is issued.
- An ADSL2+ minimum connection is required for use of Vonex IP Voice services, the quality of service may be aected 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 relied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Vonex IP SIP.
- The main PSTN number may be ported to Vonex, a one off porting charge of \$30 per number or \$130 per 100 number indial range will apply, PLUS a monthly number hosting fee of \$55 per 100 indial number range. Your former carrier may also charge a 'porting out' fee.
- This service is available for Business customers with a valid ABN.

#### Information about pricing

Minimum monthly charge: For the IPB090 is \$22, for the IPB091 is \$44,

for IPB092 it is \$110. The total minimum cost over the contract period is \$528 for IPB090, \$1056 for IPB091, \$2640 for IPB092. Early termination fee is 50% of the minimum monthly charge times the number of months remaining. Call charges are calculated per second. There is a minimum requirement of two channels per service, additional single channels can then be added.

#### Other information

For full list of international call rates visit [www.vonex.com.au](http://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

- Up to date usage of the service can be obtained at 'View My Bill' at [www.vonex.com.au](http://www.vonex.com.au) or contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au)
- If you wish to contact Vonex in respect to a dispute, please email [helpdesk@vonex.com.au](mailto: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](http://www.tio.com.au).