



(handsets not included)

99.999% Uptime Guarantee

A fast reliable telco built for you

NORMALLY PRICE \$39.95

1 - 19 handsets
\$34.95 *
per handset/mth

Prices include GST

IPB104

save \$5-95/month

20+ handsets
\$29.95 *
per handset/mth

Prices include GST

IPB106

save \$200/month

*Special pricing applies with the following conditions: ¹ New customers only
² Application submitted by December 14th 2018. ³ 24 month agreement

Included in our Business MAX plan

- ✓ All local calls
- ✓ All national calls
- ✓ All fixed to mobile calls
- ✓ Hosted IPBX
- ✓ Access/plan fee per extension
- ✓ Voicemail to email
- ✓ International calls \$0.20 for 15 min* (*Top 25 Destinations)
- ✓ Calls to 13/1300 numbers \$0.25 per call

For our full range of
Quality Assured
Handsets see our
hardware pricing list.



SME IP Voice

Top 25 destinations - 20c for first 15 minutes then per minute rate afterwards

*Argentina, *Germany, *Israel, *Norway, *Switzerland, Canada, *Greece, *Italy, *Russia, *Taiwan, China, Hong Kong, South Korea*, Singapore, Thailand, Denmark*, India, Malaysia*, Spain*, United Kingdom*, France*, Ireland*, New Zealand*, Sweden*, United States (*calls to mobile are not included). All other countries per minute see vonex.com.au. May not include mobiles or other non-standard numbers to see destination.

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 - promo SME Max \$34.95/\$29.95

Information about the service

This is an IP Voice service which requires the outright purchase of approved IP handsets from Vonex or an Authorized 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 relied 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 one off porting charge of \$30 per number or \$130 per 100 number India range will apply. PLUS a monthly number hosting fee of \$55 per 100 Indian number range. Your former carrier may also charge a 'porting out' fee. This service is available for business customers with a valid ABN. Not available for commercial or non standard business use, i.e. telemarketers or call centre.

Uptime Guarantee: This applies if you have connected your service according to Vonex's minimum recommendations, which is with 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 in-house team. The amount of downtime during a calendar month will be determined by our pline IPBX provider and does not include any scheduled maintenance or 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 at fault this does not qualify. Offer subject to the Vonex fair use policy, for full details visit vonex.com.au.

Information about pricing

Promo plans require 24 month contract \$29.95 plan requires 20+ handsets per customer account. The minimum monthly amount payable is \$34.95/\$29.95 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 \$838.80/\$718.80. If the phones are disconnected before the 24 month term expires, the early termination fee is equal to the number of months remaining times \$34.95/\$29.95 times the number of handset. 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 this 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.



Contact your Vonex dealer