



NBN Phone System

ZERO UPFRONT COST

for handsets

BUSINESS IP PHONE PLANS

99.999% Uptime Guarantee



LIMITED OFFER*

\$30 / per standard handset
per month
IPB201

Plus
Free Vonex Phone mobile app for first 12 mths (then \$5 per mth per extension)

Includes:

- Standard/Cordless Handset Rental
- Local/National calls
- Fixed to Mobile Calls
- Hosted PBX
- 1 Hunt group
- Voicemail to Email
- Free standard programming of the phone system
- Free support for all changes to your phone system
- Free shipping of hardware

Other Handset Rental Options

\$25 Soft Phone

IPB200



\$40 Executive (colour screen)

IPB202



\$50 Premium (touch screen)

IPB203



36 month minimum rental term and Direct Debit required.

**Available for new customers only with completed application submitted by COB April 30th 2019.*

Critical information summary

Information about the service

This is an IP based voice telephony service that is supplied over a fixed broadband internet service and a wired ethernet port. This internet service may be supplied by Vonex or by another service provider. Handsets supplied by Vonex are required, unless the Vonex Phone desk top app is activated. Each handset extension requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Call quality may be affected by the internet connection, firewall, hardware and other matters outside the control of Vonex. Whilst 000 calls can be made, the Vonex IP 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 the voice IP Voice service. This plan is not available for telemarketing, call centre function or other similar uses.

Minimum term for the service is 36 months. Direct Debit is required before shipment of phones. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. Bill payments are deducted 4 days after your email bill is issued. The rented handsets belong to Vonex and must be returned if you leave Vonex.

99.999% 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 quality assured hardware list), a dedicated internet connection for the IP traffic and our Hosted PBX configured by our inhouse team. The amount of downtime during a calendar month will be determined by our upline PBX 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.

Information about pricing

There are four plans with a standard monthly rental. The monthly plan fee include: handset rental (not including the soft phone plan) a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group.

Minimum monthly cost of each plan; Soft Phone Plan \$25, Standard Plan \$30, Executive Plan \$40, Premium Plan \$50. If Vonex Phone mobile app is selected an additional \$5 per month after 12 months.

Total minimum charge over contract term of 36 months; Soft Phone plan-\$900, Standard Plan \$1,080, Executive Plan \$1,440, Premium Plan \$1,800. Plus \$120 for each Vonex Phone mobile app selected. Early Termination Fees (ETF); If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental times the remaining months of the contract will be charged. If you leave Vonex or the service is no longer required the handsets must be returned to Vonex within 30 days. If not returned or returned faulty, a fee of \$250 will apply for the Standard Plan, \$300 for the Executive plan and \$400 for the premium plan.

Additional charges; each additional hunt group/IVR \$5 per month, complex programming (more than one IVR or Huntgroup) \$10 per handset, Porting \$30 per number or \$130 per 100 indial range plus \$55 per month hosting of a ported indial range, conference phone handset \$500 plus Premium Plan \$50 per month which will include Vonex conference room facility for free. International calls are charged in 1 minute blocks. • Calls to 13/1300 25c per call. • International calls (top 25 destinations) 20c for 15 mins.

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.



Perth
L8/99 St Georges Terrace,
PERTH WA 6000

Brisbane
Level 6, 303 Coronation Drive,
MILTON QLD 4064

Melbourne
18A Prince Patrick Street,
RICHMOND VIC 3121

Philippines
Suite 601, Level 6, WT Corporate Tower,
Cebu Business Park, CEBU CITY 6000