

WORK SMARTER IN THE CLOUD

With the traveler plan ONdesk can be accessed by the Vonex app on your computer, laptop, mobile or tablet device. When making and receiving calls from the app it will appear as though you are at your office using your extension as normal.

ONdesk Traveler Includes

- Local/National calls
- Calls to Mobile
- Access to the Hosted PBX
- Voicemail to Email
- Hunt Group

**Have your business phone system
up and running in hours.**

\$20
per month

Total Minimum cost \$900
per extension over 36
month contract

2,000
bonus
Qantas points
per plan



Earn 3 Qantas Points for every \$1 spent on your monthly ONdesk plans when you agree to a 36 month term* Plus, between now and June 30th 2020 we are offering bonus points for each plan connected*. See website for details qbr.vonex.com.au

1800 828 668
vonex.com.au

Critical Information Summary : Home Lite \$10/ Home Complete \$35

Description about the service

This is an IP based voice telephony service that requires a Vonex supplied nbn modem with SIP gateway at a customer's premise. This is supplied by Vonex with their nbn service and is preconfigured for the customer to self install. The calls are supplied over a fixed broadband internet service when the customer's standard handset is plugged into the nbn modem as instructed. It can be used to make national and international calls. No handset is included with this plan.

Minimum monthly charge payable: \$10/\$35 per month dependent on the plan chosen

Maximum charge for early termination: \$120/\$420 dependent on the plan chosen

Minimum term applicable: 12 months

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order. Whilst 000 calls can be made most services connected to the NBN network won't work during a power outage. This means you won't be able to call 000 in a power outage. It's a good idea to have another way of contacting 000 in a power outage, such as a charged mobile phone. Calls to 1900, back to base alarms, fax services and EFTPOS systems cannot be used with this voice IP Voice service.

Bundling

This service is conditional on bundling with a Vonex nbn service for ease of implementation of the phone setup. We also provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:

It is required that the preconfigured ATA adaptor which is part of the Vonex nbn service is supplied by Vonex. Direct Debit is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer Direct debit payments of bills are deducted 4 days after your email bill is issued.

Important Conditions:

ON the Lite \$10 plan, calls charges are local/national calls 10c per call, calls to mobile 20c per min billed in 30second increments. Calls to 13/1300 25c per call, International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

For the Complete \$35 plan, call charges for local/national/calls to mobile and calls to 13/1300 are included.

International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

Additional charges; Porting in \$30 per number.

Early termination charges:

If you cancel the service before the end of the contract term of 12 months, a fee of 50% of the monthly rental, times the remaining months of the contract will be payable to Vonex. At the end of 12 months, the Vonex monthly charges will continue at the same rate and the service will continue.

Usage 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.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email helpdesk@vonex.com.au if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions. This summary is valid as of February 2020

Contact your Channel Partner