

MAKE THE SMART CALL

We have partnered with Qantas Business Rewards to offer your business Qantas Points

ONdesk
PREMIUM
\$50
per month

Receive
5,000
bonus Qantas Points for every ONdesk Premium Plan[^]
3 Qantas Points per \$1
for ongoing monthly spend*



Proud partner of
**BUSINESS
REWARDS**



Earn 3 Qantas Points for every \$1 spent on your monthly Ondesk plans*
Plus, between now and December 31st we are offering bonus points for each plan connected[^].

www.vonex.com.au/qantaspoints

*A business must be a Qantas Business Rewards Member to earn Qantas Points for business. A one-off join fee of \$89.50 including GST normally applies, however this will be waived for Vonex Telecom customers. Membership and Qantas Points are subject to Qantas Business Rewards Terms and Conditions. Qantas Points for business are offered under the Vonex Telecom Terms and Conditions. Any claims in relation to Qantas Points under this offer must be made directly to Vonex Telecom. Qantas Points will be credited to the Members' Business Rewards account within 30 days of payment for Eligible Products. Vonex Telecom customers will earn 3 Qantas Point(s) for every 1 dollar spent on Vonex ONDesk Eligible Products.

[^]New customers that purchase on a 36 month contract before 31 December 2019 will earn 2,000 bonus Qantas Points when they sign up for a ONdesk Traveller Plan; 3,000 bonus Qantas Points for a ONdesk Business Plan; 4,000 bonus Qantas for a ONdesk Executive and 5,000 bonus Qantas Points for a ONdesk Premium plan. Bonus Qantas Points will be credited to the Member's Qantas Business Rewards account within 5 months of signing up to an Ondesk plan, following a minimum of 3 consecutive months of Vonex Telecom purchases. Any claims in relation to bonus Qantas Points for the above offers must be made directly to Vonex Telecom by emailing qantaspoints@vonex.com.au

Critical Information Summary : ONdesk Premium \$50

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. It is required that handsets are supplied by Vonex via an Equipment Lease Agreement through Grenke (GC Leasing Sydney Pty Ltd ABN 27 615 226 045). The lease repayments are collected on behalf of the customer, included in the monthly plan from Vonex Telecom and paid to Grenke over the 36 month term. If the customer ceases to retain services with Vonex Telecom, the underwriter Grenke will commence a direct relationship with the customer for the Lease Agreement. See the Grenke Terms and Conditions for full details. The Equipment Lease Agreement forms part of the application process for the QBR promotional plans.

The internet service may be supplied by any service provider. 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 or 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 and neither can the location of the service be reliably identified from the data held in Vonex systems. 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. Direct debit payments of bills are deducted 4 days after your email bill is issued. The handsets remain the property of Grenke until the end of the lease term at which time ownership transfers to Vonex. Vonex will in turn assign ownership to active customers.

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

The monthly plan fees include: Grenke lease repayment, 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 the ONdesk Premium is \$50. If the Vonex Phone mobile app is selected to couple with a handset, an additional \$5 per month is charged commencing after 12 months of activation.

Total minimum charge over contract term of 36 months; ONdesk Premium \$50 = \$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 payable to Vonex, plus the remaining payout of the Grenke equipment lease agreement will be payable to Grenke. At the end of 36 months, the Vonex monthly charges will continue at the same rate.

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. 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.

Contact your Channel Partner