VONEX
always on

1800 828 668
www.vonex.com.au

NAVIGATE THE CLOUD SMARTER

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

ONdesk Plans from

$20

per month

Proud partner of BUSINESS REWARDS

Make the smart call and keep your business phone systems connected with 99.999% unrivalled reliability.

We are proud to have partnered with Qantas Business Rewards and can now reward your business with 3 Qantas Points for every $1 spent on your monthly ONdesk plans*.

PLUS, between now and June 30th we are offering bonus Qantas Points for each plan connected^.

*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 30 June 2020 will earn 2,000 bonus Qantas Points when they sign up for a ONdesk Traveller 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 Traveller $20

Description about this service.
This is an IP based voice telephony service that is supplied over a fixed broadband internet service and a wired ethernet port that can be used to make national and international calls. Software is required to be downloaded onto your mobile device or computer to access this service. No handset is supplied with this plan.

Minimum monthly charge payable: $20 per extension per month

Maximum charge for early termination: $900

Minimum term applicable: 36 months

The internet service may be supplied by any service provider. Each 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 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 the voice IP Voice service.

Bundling
This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:
It is required that software is downloaded as provided by Vonex for the ONdesk Traveller $20 plan.

Direct Debit is required before provisioning of the service. 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:
The monthly plan fees include: 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.

If a further instance of the Vonex Phone mobile app is selected to couple with a desktop version, an additional $5 per month is charged commencing after 12 months of activation.

This plan is not available for telemarketing, call centre function or other similar uses.

Additional charges; each additional hunt group/IVR $5 per month, complex programming (more than one IVR or Huntgroup) $10 per handset, Porting in $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

Early termination charges:
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. At the end of 12 months, the Vonex monthly charges will continue at the same rate.

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 January 2020

Contact your Channel Partner