

# PAY AS YOU GO

Receive a lot of calls but rarely make them yourself?

Be rewarded with Qantas Points on every dollar you spend.

**ONdesk  
LITE**

**\$10**

per month

Receive

**1,000**

bonus Qantas Points  
for every ONdesk  
Business Plan<sup>^</sup>

Earn

**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 June 30th we are offering bonus points for each plan connected<sup>^</sup>.

[www.vonex.com.au/qantaspoints](http://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.

<sup>^</sup>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](mailto:qantaspoints@vonex.com.au)

## Critical Information Summary : ONdesk Lite \$10

### Description 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 that can be used to make national and international calls. No handset is included with this plan.

Minimum monthly charge payable: \$10 per extension/handset per month

Maximum charge for early termination: \$360

Minimum term applicable: 36 months

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 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 handsets are purchased and supplied by Vonex for the ONdesk PAYG \$10 plan. Vonex retail hardware prices include the programming of the hardware to the Vonex ONdesk service.

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. 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, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. 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.

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.

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.

### 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](http://www.vonex.com.au) or contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto: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](mailto: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](http://www.vonex.com.au) for full terms and conditions. This summary is valid as of January 2020.

Contact your Channel Partner