



# nbn Assure

## Smart, secure connectivity.

When it comes to your business internet, you need a reliable connection to handle any situation. Introducing NBN Assure, our 'always on' NBN product with unlimited 4G Failover so you can continue working during dropouts as if nothing happened. With DDoS protection and built-in static IP, this product ensures complete business continuity.

**\$175**  
per month

### ASSURE 50

Typical average speed of 47.4 megabits per second during business hours (9am to 5pm AEST)  
(Total minimum cost \$6,300 on a 36 month contract)

**\$190**  
per month

### ASSURE 100

Typical average speed of 83.4 megabits per second during business hours (9am to 5pm AEST)  
(Total minimum cost \$6,840 on a 36 month contract)

**\$170**  
per month

### ASSURE 50 Bundle

Reduce costs when you bundle your NBN with eligible Vonex products  
(Total minimum cost \$6,120 on a 36 month contract)

**\$180**  
per month

### ASSURE 100 Bundle

Reduce costs when you bundle your NBN with eligible Vonex products  
(Total minimum cost \$6,480 on a 36 month contract)

#### ✓ Static IP Available

Already a standard feature on our nbn services, our 4G backup now also offers a static IP address. Ensure your business's remote access and security systems will continue to function in the event the nbn goes down.

#### ✓ Unlimited 4G Failover

In the event that your nbn goes down, the 4G backup keeps you online. You'll get unlimited 4G data with uncapped speeds until all issues are resolved and your service is restored. See **Important Conditions** overleaf for full details.

#### ✓ Unlimited NBN

All Vonex nbn plans have unlimited data inclusions, which means no additional charges to your business, no matter how many updates you require during the month!

#### ✓ DDoS Protected

At the carrier level we are ensuring that Distributed Denial of Service (DDoS) attacks on your network are mitigated, giving you peace of mind that your services will not be affected by this ever growing international cyber threat.



**FREE Modem**  
with 36 month contracts

13 VONEX [vonex.com.au](http://vonex.com.au)

Between now and December 31st 2021, earn 1 Qantas Point for every \$1 spent on your monthly NBN Assure plans when you agree to a 36 month term\*. See website for details [vonex.com.au/qantas-points](http://vonex.com.au/qantas-points)

## Critical Information Summary: Assure 50/Assure 50/Assure 50 Bundle/Assure 100 Bundle – 36 Months

### Description about this service:

The Internet service is provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, or HFC) and are available in NBN enabled areas. The Assure mobile backup is provided through the Optus network and is available where Optus 4G network is available.

Minimum Monthly Charge Payable: \$175/\$190/\$170/\$180 per month

Maximum charge for early termination: \$6300/ \$6840/ \$6120/\$6480 depending on plan chosen

Minimum term applicable: 36 months

### Bundling arrangements:

This service includes by default the bundling of both an nbn and mobile backup service. We do provide other telco services that can be included on one bill. Please contact us for further information.

### Mandatory components:

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. Use of the Vonex Supplied and configured hybrid CPE is required for the NBN Assure product.

### Important Conditions:

NBN Assure failover applies only if there is an event of an NBN outage or service fault. It is not to be used in the event of a CPE failure, even if provided by Vonex Telecom. Vonex reserves the right to suspend the backup service if a breach of this usage is detected or if a fault has not been logged within 1 business day. The SIM card will not be activated until the NBN installation is complete and activated. Where relevant the NBN service and SIM services are provisioned with separate Static IP addresses. The Assure services is not to be used for load balancing or bonding. A transfer fee of \$50 and Modem upgrade fee, may be charged if a current Vonex NBN service is moved to NBN Assure.

If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). A 240 volt power supply may be required to power the equipment. In the event of a power outage, your services will not work unless you maintain a backup battery. Where there is no available copper line available for an FTTN new connection, a new copper phone line will need to be connected. The standard charges of \$299 will apply. Fee when a fault raised to the Carrier is not found on the Carrier's Network \$150.00. Greenfields Installation Fee (Per Service Location) \$272.72. Subsequent Installation (including new Copper Pair) \$270. Late Cancellation of Appointment or Missed Appointment \$75. For FTTB, FTTC & FTTN customers, until your service is connected, we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier, we will inform you and offer you alternative options. Standard installations are completed without charge to you. Non-standard, additional, or subsequent installations may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Vonex supplied modem is supplied with the service, This is free on a 36 month contracts, is pre-configured and customer self-installed.

### 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, multiplied by the remaining months of the contract will be payable to Vonex.

### 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 March 2021

Contact your Channel Partner