



# MAKE THE SMART CALL

By replacing your traditional phone line with a SIP line, not only are there lower call rates, but depending on the system that you are upgrading you may be able to take advantage of loads of cloud features.

**ONsip Lite**



**1,000**  
bonus  
Qantas Points  
per plan^

For only \$10 per month, you unlock access to Local, mobile, and international call costs are much lower. There is every chance with the right help that can use your existing infrastructure and only pay for what you use.

Earn

**1 Qantas Point per \$1**

for ongoing monthly spend\*

Proud partner of

**BUSINESS  
REWARDS**



Earn 1 Qantas Point for every \$1 spent on your monthly ONdesk plans\*  
Plus, between now and December 31st 2020 we are offering bonus points for each plan connected^.

See website for details [vonex.com.au/qantas-points](https://vonex.com.au/qantas-points)

## Critical Information Summary : QBR ONsip Lite \$10

### Description about the service

This is an IP based voice telephony service that requires a connection at a customer's premise. This may be supplied by Vonex and require an independent technician to implement. The calls are supplied over a fixed broadband internet service and a wired ethernet port that can be used to make national and international calls. No hardware is included with these plan.

Minimum monthly charge payable: \$10 per channel per month (depending on plan chosen)

Maximum charge for early termination: \$360

Minimum term applicable: 36 months

The internet service may be supplied by any service provider. Each call 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 a preconfigured ATA adaptor is purchased and supplied by Vonex or an IP card adaptor as supplied by the phone system maintainer, for the service to be connected.

Direct Debit is required before shipment of hardware. 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 fee on the \$10 Lite includes: a phone number and connectivity to the IP gateway. 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.

The monthly plan fee on the \$35 Business includes: a phone number and connectivity to the IP gateway, plus included local/national and calls to mobiles. Calls to 13/1300 25c per call, International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

Additional charges; 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 36 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 June 2020.

Contact your Channel Partner