

# VONEX NBN

- ✓ Free 5Ghz Wi-Fi Modem, preconfigured to plug & play
- ✓ Solutions that keep up with the speed of your business
- ✓ Unlimited data, with all of your services on one bill

**\$150** PLATINUM  
NBN250

Total minimum cost is \$1,800  
on a 12 month contract

This is our flagship product where quality internet is the priority, that means faster speeds all the time. Expect a typical average download speed of 223 megabits per second during business hours (9am to 5pm AEST) when you connect your business to this seriously quick NBN plan.

**FREE  
MODEM**



**\$10**  
upgrade  
per month

Keep connected  
with our 4G  
backup service  
Additional Hardware Required\*

 **13 VONEX**  
**vonex.com.au**

## Critical Information Summary: NBN250 Platinum - 12 Months

### Description about this service:

The Internet service is provided over the National Broadband Network (nbn™) (NBN250 only available via FTTP and some HFC connections) and are available in nbn enabled areas.

Minimum Monthly Charge Payable: \$150 Standard NBN, \$160 NBN 4G backup per month

Maximum charge for early termination: \$900 Standard NBN, \$1010 NBN 4G backup

Minimum term applicable: 12 months

\*4G backup requires an upgraded modem for \$50 charged to your first account.

### Bundling arrangements:

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:

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.

### Important Conditions:

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 back-up battery. 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 \$750.

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, is pre-configured and customer self installed. For 4G backup solutions the 4G Backup provides an alternative Internet connection (max. speeds up to 5Mbps) in the event of your nbn failing. This is a basic service to ensure your critical services may still run during any downtime. Check the 4G backup FAQ's on our website for more details.

### Early termination charges:

If you cancel the service before the end of the contract term of 12 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 September 2020.

Contact your Channel Partner