



Future proof your business with



Does your business use Microsoft Teams already? Integrating your phone service in the cloud is seamless with Vonex.

For over a decade, Vonex has helped businesses connect their phone systems to the cloud, delivering greater flexibility and scalability. Now, Vonex can supply the missing link between your existing Microsoft Teams infrastructure and traditional phone system, enabling you to make and receive internal and external calls on any device.

So how does the integration work?

Teams Connect integrates your business landline numbers with Microsoft Teams, so every device you work with becomes your landline. Our highly resilient ONsip voice platform makes this possible, by bringing your voice and data networks together through data centres or voice hubs across Australia. Teams Connect reliably routes your calls using the best possible path to deliver the best call quality. This way, you can lower your costs, increase your business continuity, and make deployment and scaling quick and simple.

Features



Work flexibly from any device; your phone will function through your Mac, PC or smartphone as though it was on your desk.



Give your staff the flexibility to make and receive calls to any mobile or landline number via Microsoft Teams.



Future proof your communications systems securely within a single platform that is easy to scale.



Earn Qantas Points with Vonex on your Microsoft Teams portal and start making smart calls in the cloud.

Critical Information Summary: Microsoft Teams Connect \$20

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. Software is required to be downloaded onto your mobile device or computer to access this service and further technical set up is required in conjunction with your Microsoft implementer. In addition to set up charges and extra monthly charges that Microsoft may implement, Vonex connection fee for the 12 month contract is \$25 for the technical set required (this is waived for the 36 month contract), this is charged on our first account.

Minimum monthly charge payable: \$20 per extension per month

Maximum charge for early termination: \$265

Minimum term applicable: 12 months

No handset is supplied with this plan.

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 Microsoft Teams for the Teams Connect \$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. This plan is not available for telemarketing, call centre function or other similar uses.

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 12 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 2021

Contact your Channel Partner