



# A SMART CONNECTION

As proud partners of Qantas Business Rewards, Vonex is pleased to offer you 1 Qantas Point for every \$1 spent when you agree to a 36 month term on our unlimited data NBN plans.



**BUSINESS  
NBN50**

PLAN CODE: QBRNBN50

At a typical average speed of 47.4 megabits per second during business hours (9am to 5pm AEST). This is a solution offering a significant speed upgrade over most ADSL connections, perfect for busy businesses.

Total minimum cost is \$3240

**FREE  
MODEM**



**\$10  
upgrade**

**Keep connected  
with our 4G  
backup service**

See website for details

Between now and December 31st 2021, earn 1 Qantas Point for every \$1 spent on your monthly NBN 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: NBN50 Business (36 Months)

### Description about this service:

The Internet service is provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas.

Minimum Monthly Charge Payable: \$90 Standard NBN, \$100 NBN 4G backup per month

Maximum charge for early termination: \$1620 Standard NBN, \$1800 NBN 4G backup

Minimum term applicable: 36 months

### 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. 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 \$750.

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, 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 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 July 2021.

Contact your Channel Partner