

## VoIP Home Phone

# We've reinvented the home phone

Move your Home Phone into the Internet era. Our new generation telephone service can access a much richer software layer than a standard landline, offering you more features and flexibility.



### Unlimited Calls

Unlimited local and national calls to anywhere in Australia, no STD or interstate call rates.



### Keep Your Number

Keep the same number you've always had. Number porting is completely free.



### Home Saver II

Not sure how frequent your calls might be? By replacing your traditional phone line, you unlock access to local, mobile and international calls at a much lower price.

- Unlimited local/national calls
- 20c per minute for mobile calls
- 25c per call for 13/1300 numbers



### Aussie Hero II

Reduce your calling costs significantly with a fixed monthly fee. Enjoy this unlimited call package, perfect for if you are making frequent calls.

- Unlimited local/national calls
- Unlimited mobile calls
- 25c per call for 13/1300 numbers

## Critical Information Summary

# VoIP Home Saver II \$10 & Aussie Hero II \$20 plans

### Description about the service

This is an IP based voice telephony service that supports up to 2 concurrent calls. It can be used to make national and mobile calls. No handset is included with this plan.

Minimum monthly charge payable: \$10/\$20 per month dependent on the plan chosen  
Setup Fees for using your own (BYO) device: \$1995 / \$3995 for one / two devices

Maximum charge for early termination: Monthly Fee + BYO device setup fee for two devices. \$4995/\$5995 dependent on the plan chosen

Minimum term applicable: 1 month

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order. 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 this voice IP Voice service. Symbio Networks Pty Ltd is the principal carrier whose network is used to provide this service.

### Offers

If you choose to use your own devices to access this service, we will apply a one-time credit of \$10/\$30 for one/two devices.

### Bundling

This service is not conditional on any bundling arrangements. We also provide other telco services, please contact us for further information.

### Mandatory components:

To use this service, you need high-speed internet access and unlocked VoIP capable devices (e.g., a modem, a VoIP ATA adapter and a handset, or an application). You can purchase a VoIP adapter from Vonex, else if you choose to use your own VoIP capable device for a one-off setup fee.

You are required to pay the hardware cost before shipment. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services.

### Important Conditions:

The monthly plan fees include: a phone number, calls as specified in the plan and voicemail-to-email. International calls are restricted on these plans.

On the Home Saver II \$10 plan, unlimited calls to local/national numbers. Calls to mobile 20c per min billed in per minute increments, calls to 13/1300 25c per call.

For the Aussie Hero II \$20 plan, unlimited calls to local/national/ mobile numbers. Calls to 13/1300 25c per call. Additional charges: Additional DID \$30 per year, Porting fee of \$30 per number has been waived.

### Usage Information:

Up to date usage of the service can be obtained by checking the customer portal or contacting customer service on 1300 731 048 or emailing residential@vonex.com.au.

### Billing Information

#### Billing Date

Your bill is charged on the same date each month and is the date your account was created (e.g. 11th May, 11th June, 11th July etc).

#### Service Activation Date and First Bill Charges

The service Activation Date is the date that your service is ready to use. Your first bill will include:  
a partial monthly charge from the date your service was activated until the next Billing Date;  
any additional charges for non-recurrent items used during that billing period; and  
the minimum monthly charge in advance for the next billing period.

#### Payments

This is a prepaid service and you are required to ensure there is credit in your account to use it. You will continue to be billed for the Service until you contact us to cancel the service. Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice via emails. Invoices are also accessible via our online portal at: <https://my.vonex.com.au/Portal-Login/Voice-data>

### 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 062 058 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 2021.