VONEX

MAKE THE SMART CALL

SIP lines are excellent when you have an existing system that you want to continue to make the most of. We know that traditional systems aren't cheap to replace, and not everyone is ready to jump into the cloud.

ONsip Business

$35 per month

3,000 bonus Qantas Points per plan^

For only $35 per month, this plan allows you to transition to new technology and reduce your calling costs significantly by offering unlimited calls with a fixed monthly fee.

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 June 30th 2022 we are offering bonus points for each plan connected^.

See website for details **vonex.com.au/qantas-points**

Critical Information Summary : QBR ONsip Business $35

Description about the service
This is an IP based voice telephony service that requires a connection at a customer's premise. This maybe 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: $35 per channel per month (depending on plan chosen) Maximum charge for early termination: $1260
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 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 November 2021.

Contact your Channel Partner