

<p>7,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$70</b> per month</p>		<p><b>Conference CP960</b></p> <ul style="list-style-type: none"> <li>• Touch Screen Desk Phone included</li> <li>• Local, national &amp; mobile calls included</li> <li>• *Min Charge over 36 months \$2520</li> </ul>
<p>6,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$60</b> per month</p>		<p><b>Collaborate CP920</b></p> <ul style="list-style-type: none"> <li>• Coloured Screen Desk Phone included</li> <li>• Local, national &amp; mobile calls included</li> <li>• *Min Charge over 36 months \$2160</li> </ul>
<p>5,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$50</b> per month</p>		<p><b>Premium Yealink T57W</b></p> <ul style="list-style-type: none"> <li>• Touch Screen Desk Phone included</li> <li>• Local, national &amp; mobile calls included</li> <li>• *Min charge over 36 months \$1800</li> </ul>
<p>4,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$40</b> per month</p>		<p><b>Executive Yealink T54W</b></p> <ul style="list-style-type: none"> <li>• Coloured Screen Desk Phone included</li> <li>• Local, national &amp; mobile calls included</li> <li>• *Min Charge over 36 months \$1440</li> </ul>
<p>3,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$30</b> per month</p>		<p><b>Business Yealink T53W</b></p> <ul style="list-style-type: none"> <li>• Option of Cordless or Desk Phone</li> <li>• Local, national &amp; mobile calls included</li> <li>• *Min Charge over 36 months \$1080</li> </ul>
<p>2,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$25</b> per month</p>		<p><b>Freedom</b></p> <ul style="list-style-type: none"> <li>• Own your hardware outright</li> <li>• Local, national &amp; mobile calls included</li> <li>• Min charge over 36 months \$900</li> <li>• 12 Month Option earning no Qantas Points, min charge \$300</li> </ul>
<p>2,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$20</b> per month</p>		<p><b>Traveller Vonex App</b></p> <ul style="list-style-type: none"> <li>• Use on your mobile device or computer</li> <li>• Local, national &amp; mobile calls included</li> <li>• Min Charge over 36 months \$720</li> </ul>
<p>1,000 bonus Qantas Points per plan<sup>^</sup></p>	<p><b>\$10</b> per month</p>		<p><b>Lite</b></p> <ul style="list-style-type: none"> <li>• Pay as you go for the calls you use</li> <li>• Min charge over 36 months \$360</li> <li>• 12 Month Option earning no Qantas Points, min charge \$120</li> </ul>

10c per local and national calls | 20c per minute for mobile calls | 25c for 13/1300 numbers | 20c for 15 minutes for 25 international

## Critical Information Summary : QBR ONdesk \$10/\$20/\$25/\$30/\$40/\$50/\$60/\$70

### 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.

Minimum monthly charge payable: \$10/\$20/\$25/\$30/\$40/\$50/\$60 or \$70 per extension/handset per month (plan dependent)

Maximum charge for early termination: Plan dependent; \$10 Lite= \$360, \$20 Traveller=\$720, \$25 Freedom=\$900, \$30 Business=\$1080, \$40 Executive=\$1440, \$50 Premium=\$1800, \$60 Collaborate=\$2160, \$70 Conference=\$2520

Minimum term applicable: 36 months

The internet service may be supplied by any service provider. Each handset 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:

For the \$30/\$40/\$50/\$60/\$70 plans it is required that handsets are supplied by Vonex via an Equipment Lease Agreement through Grenke (GC Leasing Sydney Pty Ltd ABN 27 615 226 045). The lease repayments are collected on behalf of the customer, included in the monthly plan from Vonex Telecom and paid to Grenke over the 36 month term. If the customer ceases to retain services with Vonex Telecom, the underwriter Grenke will commence a direct relationship with the customer for the Lease Agreement. See the Grenke Terms and Conditions for full details. The Equipment Lease Agreement forms part of the application process for the QBR promotional plans. For the \$10 and \$25 plans it is required that handsets are purchased and supplied by Vonex. Vonex retail hardware prices include the programming of the hardware to the Vonex ONdesk service. For the \$20 Traveller plan Software is required to be downloaded onto your mobile device or computer to access this service. No handset is supplied with this plan.

Direct Debit is required before shipment of phones. 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. The handsets remain the property of Grenke (where applicable) until the end of the lease term at which time ownership transfers to Vonex. Vonex will in turn assign ownership to active customers.

### Important Conditions:

For the \$30/\$40/\$50/\$60/\$70 plans the monthly plan fees include: Grenke lease repayment, a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. For the \$10 plan the monthly plan fees include: a phone number, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. Calls charges are local/national calls 10c per call, calls to mobile 20c per min billed in 30second increments. For the \$25 plan the monthly plan fees include: a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group.

If the Vonex Phone mobile app is selected to couple with a handset, an additional \$5 per month is charged commencing after 6 months of activation.

These plans are not available for telemarketing, call centre function or other similar uses.

Additional charges; each additional hunt group/IVR \$5 per month, complex programming (more than one IVR or Huntgroup) \$10 per handset, 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 36 months, a fee of 50% of the monthly rental, times the remaining months of the contract will be payable to Vonex. Plus for the \$30/\$40/\$50/\$60/\$70 the remaining payout of the Grenke equipment lease agreement will be payable to Grenke. At the end of 36 months, the Vonex monthly charges will continue at the same rate.

## **Critical Information Summary : QBR ONdesk \$10/\$20/\$25/\$30/\$40/\$50/\$60/\$70**

### **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 January 2022.

Contact your Channel Partner