



To get connected, call us or visit our website to book an appointment with your local channel partner.



Proud partner of
BUSINESS
REWARDS 

13 VONEX 
www.vonex.com.au 
ASX:VN8

Product Catalogue

2022 Edition





Make the smart call and be rewarded with Qantas Points

At Vonex, we are continually looking for ways to add more value for our clients. We are proud to have partnered with Qantas Business Rewards and can now reward you with 1 Qantas Point for every \$1 spent on monthly plans.

Plus we offer Bonus Points every season on selected plans outlined in this catalogue.

VONEX
always on

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REWARDS** 

Business Phone Systems



For agile businesses that never miss a call

Using ONdesk is as simple as activating a license, plugging in your phones and making a call. You have the freedom to choose to own your phone outright or mix and match any of our Quality Assured phone plans, including conferencing and cordless options, to get a result second to none.

- ✓ We deliver a 99.999% uptime guarantee, unparalleled in Australia
- ✓ Capped Pricing for unlimited local, national and mobile calls
- ✓ NBN/Fibre Ready
- ✓ Free standard programming so you can plug and play
- ✓ Free support for all changes to your phone system as your business evolves

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^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.

Plus, we are offering bonus points for each plan connected. Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

1000 bonus Qantas Points per plan*	\$10 per month		Lite <ul style="list-style-type: none">• Pay as you go for the calls you use• Min charge over 36 months \$360• 12 Month Option earning no Qantas Points, min charge \$120 10c per local and national calls 20c per minute for mobile calls 25c for 13/1300 numbers 20c for 15 minutes for 25 international
2000 bonus Qantas Points per plan*	\$20 per month		Traveller Vonex App <ul style="list-style-type: none">• Use on your mobile device or computer• Local, national & mobile calls included• Min Charge over 36 months \$720
2000 bonus Qantas Points per plan*	\$25 per month		Freedom <ul style="list-style-type: none">• Own your hardware outright• Local, national & mobile calls included• Min charge over 36 months \$900• 12 Month Option earning no Qantas Points, min charge \$300
3000 bonus Qantas Points per plan*	\$30 per month		Business Yealink T53W <ul style="list-style-type: none">• Option of Cordless or Desk Phone• Local, national & mobile calls included• *Min Charge over 36 months \$1080
4000 bonus Qantas Points per plan*	\$40 per month		Executive Yealink T54W <ul style="list-style-type: none">• Coloured Screen Desk Phone included• Local, national & mobile calls included• *Min Charge over 36 months \$1440
5000 bonus Qantas Points per plan*	\$50 per month		Premium Yealink T57W <ul style="list-style-type: none">• Touch Screen Desk Phone included• Local, national & mobile calls included• *Min charge over 36 months \$1800
6000 bonus Qantas Points per plan*	\$60 per month		Collaborate CP920 <ul style="list-style-type: none">• Coloured Screen Desk Phone included• Local, national & mobile calls included• *Min Charge over 36 months \$2160
7000 bonus Qantas Points per plan*	\$70 per month		Conference CP960 <ul style="list-style-type: none">• Touch Screen Desk Phone included• Local, national & mobile calls included• *Min Charge over 36 months \$2520

* A Business Handset Lease is included in the monthly rental payments, at the end of the 36 month term the handsets become the property of the customer. See full details in the Critical Information Summary.



Making your transition to the cloud easy

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 install and getting mileage out of existing infrastructure is important.

Not everyone is ready to jump into the cloud and these plans allow you to transition to new technology seamlessly.

1000
bonus
Qantas Points
per plan*

\$10
per month

ONSip Lite

- Pay as you go for the calls you use
- Min charge over 36 months \$360
- 12 Month Option earning no Qantas Points, min charge \$120

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

3000
bonus
Qantas Points
per plan*

\$35
per month

ONSip Business

- Use on your mobile device or computer
- Min Charge over 36 months \$720
- 12 Month Option earning no Qantas Points, min charge \$420
- Local, national & mobile calls included

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**^Earn Qantas Business Rewards
for your business with every \$1
you spend on 36 month plans.**

Plus, we are offering bonus points for each plan connected.
Speak to your local Channel Partner more details or visit our
website vonex.com.au/qantas-points



A scalable option for fast growing businesses

Our Lineshare plans are designed to match your organisation's supply and demand efficiently through sharing a preselected number of phone lines across any number of handsets. This means you can keep all of your employees' numbers active, while only paying for the phone lines that you actually use. It's the intelligent way to communicate.

- ✓ Employees share call capacity, so you can reduce costs without affecting operations
- ✓ Use call inclusions where they're needed so nothing is ever wasted
- ✓ Add unlimited staff and locations to your line pool
- ✓ If you need new lines for extra staff, you can easily increase the size of the pool

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REWARDS



^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.

Plus, we are offering bonus points for each plan connected. Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

**FREE
Setup**
for lock-in contracts

2 Lines from

\$50
per month

Standard

This plan is for teams who have a low outbound call volume and only want to pay for the small amount of calls they make.

- Local/national call inclusions increase with the number of lines connected. Additional calls 10c per local/national call
- 25c per min for mobile calls
- 25c per call for 13/1300 calls
- 20c for 15 min for top 25 international destinations

2 Lines from

\$99
per month

Plus

With a healthy amount of included local/national/mobile calls, this plan is ideal for businesses that still want to pay as they go and have moderate usage.

- Local/national/mobile call inclusions increase with the number of lines connected. Additional calls 10c per local/national call and 25c per minute for mobile calls
- 25c per call for 13/1300 call
- 20c for 15 min for top 25 international destinations

2 Lines from

\$130
per month

Unlimited

This plan is best suited to those constantly making outbound calls and don't want to worry about monthly bill fluctuations.

- Unlimited local/national/mobile calls
- 25c per call for 13/1300 calls
- 20c for 15 min for top 25 international destinations

Contact your local channel partner for comprehensive pricing.



Future proof your business

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 centers 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.

\$20
per month



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.

Proud partner of
**BUSINESS
REWARDS**



^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.



Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

Call Management Console

Boost performance and customer service




CMC Insight

Insight provides powerful data visualisation via an intuitive dashboard and essential wallboard.

-  View user-level reports and performance metrics to monitor your team's activity
-  Accessible from any internet-facing device
-  Get quick access to KPI reports via any client device

CMC Report

Report provides powerful dashboards, wallboards and reports that can be easily exported to PDFs.

-  Browse, customise and schedule reports to identify trends in performance
-  Customisable wallboards and dashboards
-  Collate data and view observations and recommended actions

Get in touch with your local Channel Partner to set up a plan that works for you.

**FREE
Setup**
with 36 month
contracts



Business Internet Solutions



fibre

Internet for businesses in the fast lane

With speeds of up to 1000Mbps both ways, a fibre connection is the most reliable on the market. Fibre includes enterprise grade features delivered from a network built from the ground up to support the most demanding business needs and can offer unmatched reliability and speed.

If fibre is not currently available to your building, register your details as we can often have new fibre installed and in many cases without a connection fee dependent on location.

- ✓ Allocate the entire 1000Mbps to a single or multiple services. We'll work with you to find the right plan to suit your business.
- ✓ Our fibre plans come with a 99.99% service availability guarantee coupled with a business support team.

Proud partner of

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REWARDS**



^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.

Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

VONEX
always on

\$399 exc.
per month

Fibre 400
36 months

A shorter term for an agile business
Expect a typical average speed during business hours (9am to 5pm AEST) of 400 megabits per second.

\$799 exc.
per month

Fibre 1000
48 months

Extraordinarily quick for a business that relies on its connection.
Expect a typical average speed during business hours (9am to 5pm AEST) of 1000 megabits per second.

Unlock your business potential with super-fast fibre

NBN™ Enterprise Ethernet is the NBN network’s Business Fibre Internet service providing high-performance internet up to 1000/1000Mbps across the NBN fixed-line footprint. Enterprise Internet brings a dedicated end to end fibre connection to any site within the NBN fixed fibre footprint, without the normal infrastructure costs that come with high-speed fibre connections.

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	Bundled	Stand alone
NBNe100	\$399	\$430
NBNe250	\$499	\$530
NBNe500	\$899	\$975
NBNe1000	\$999	\$1200



Bundle Promotion

Unlock the power of the cloud with fast and reliable NBN

Between now and June 30th 2022, when ONdesk or ONsip products are bundled with our four NBN plans, Vonex customers will enjoy bundled pricing. Enjoy reduced monthly prices and unlimited internet to keep up with the speed of your business.



Proud partner of
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REWARDS**



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Bundle with these Ondesk products



\$70
per month

Lite NBN25

Total minimum cost is \$2520

SAVE \$10 PER MONTH

This is for the budget-conscious customer. Expect a typical average speed during business hours (9am to 5pm AEST) of 24.1 megabits per second. It isn't the fastest but certainly great value.

\$75
per month

Business NBN50

Total minimum cost is \$2700

SAVE \$15 PER MONTH

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.

\$100
per month

Premium NBN100

Total minimum cost is \$3600

SAVE \$20 PER MONTH

This is best suited to those needing to download and upload hefty files, or maintain multiple streams. Expect a typical average speed of 83.4 megabits per second during business hours (9am to 5pm AEST).

\$130
per month

Platinum NBN250

Total minimum cost is \$4680

SAVE \$20 PER MONTH

This is our flagship product where quality internet is the priority, that means faster speeds all the time. Expect a typical average speed of 223 megabits per second when you connect your business to this seriously quick NBN plan during business hours (9am to 5pm AEST).

Smart, secure connectivity

When it comes to your business internet, you need a reliable connection to ensure complete business continuity. NBN Assure is our 'always on' NBN product with unlimited 4G Failover so you can continue working during dropouts as if nothing happened.

- ✓ Static IP Available
- ✓ Unlimited 4G failover
- ✓ Unlimited NBN
- ✓ DDoS Protected



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^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.

Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

Static IP Available

Already a standard feature on our nbn services, our 4G backup now also offers a static IP address. Ensure your businesses remote access and security systems will continue to function in the event the nbn goes down.

\$175
per month

ASSURE 50
Total minimum cost is \$6,300

Unlimited 4G Failover

In the event that your nbn goes down, the 4G backup keeps you online. You'll get unlimited 4G data with uncapped speeds until all issues are resolved and your service is restored. See Important Conditions overleaf for full details.

\$190
per month

ASSURE 100
Total minimum cost is \$6,840

Unlimited NBN

All Vonex nbn plans have unlimited data inclusions, which means no additional charges to your business, no matter how many updates you require during the month!

\$170
per month

ASSURE 50 Bundle
Total minimum cost is \$6,120
SAVE \$5 PER MONTH

DDoS Protected

At the carrier level we are ensuring that Distributed Denial of Service (DDoS) attacks on your network are mitigated, giving you peace of mind that your services will not be affected by this ever growing international cyber threat.

\$180
per month

ASSURE 100 Bundle
Total minimum cost is \$6,480
SAVE \$10 PER MONTH



nbn

4G Backup

The Vonex 4G Backup gives you peace of mind knowing you won't be out of touch with your customers, staff or suppliers at any time.

Vonex understands it is important for customers to maintain internet connectivity in the event of an unforeseen NBN network outage or failed connection. Vonex 4G Backup provides an alternative internet connection for web browsing and ONdesk calls when your fixed internet service has failed (up to 5/1 Mbps on the Basic Backup plan). This is an add on to any new Vonex standard NBN plan.

Instant connectivity has arrived

Connect to the internet without a phone line or NBN internet connection. Our 4G wireless broadband is ready to use out of the box. Unlock the full potential of our network with the Connection Plan, offering uncapped speeds and great data inclusions.

- ✓ We'll deliver your modem for free, nation wide.
- ✓ No need for a phone line or professional installation
- ✓ On-the-go coverage with speeds of up to 40Mbps.
- ✓ Keep track of your data with incremental usage alerts

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\$50
per month

Lite 200GB
No Contract

- No contract
- Modem \$222
- Speeds up to 12/1 Mbps

\$80
per month

Connection 500GB
12 Month Contract

- Uncapped speeds
- Modem \$122
- Total min cost \$1020

\$80
per month

1 Qantas point for every \$1 you spend on your 36 month term.



Connection+ 500GB
36 Month Contract

- Uncapped speeds
- Free Modem
- Total min cost \$3060

Bundle Promotion

5G wireless

Australia's easiest broadband

- ✓ Easy installation
- ✓ Super fast downloads
- ✓ Unlimited data

\$75
per month

1 Qantas point for every \$1 you spend on your 36 month term.

5G Swift

SAVE \$15 PER MONTH (\$90 unbundled pricing)

- Zero connection fee
- Speed restricted to 100Mbps*

\$90
per month

1 Qantas point for every \$1 you spend on your 36 month term.

5G Rapid

SAVE \$10 PER MONTH (\$100 unbundled pricing)

- Zero connection fee
- Unrestricted speeds (typical 225Mbps 7pm-11pm*)

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VONEX
always on

**FREE
Modem**
with 24/36 mth contracts



Nokia FastMile normally \$935
*Actual speeds experienced will depend on a number of different factors.



Business Mobile Solutions

Brilliant value, big data, and great rewards.

If you've got a smartphone you need a smart plan. Get a plan that covers all the everyday stuff and more. The more data you use the cheaper it gets, leaving you to check your emails and browse on the go guilt free.

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REWARDS**



**^Earn Qantas Business Rewards
for your business with every \$1
you spend on 24 month plans.**

Plus, we are offering bonus points for each plan connected. Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

2000 bonus Qantas Points per plan^	\$20 per month	Small 6GB <ul style="list-style-type: none"> • Min Charge over 24 months \$480 • 12 Month Option earning no Qantas Points, min charge \$240 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
3000 bonus Qantas Points per plan^	\$30 per month	Medium 20GB <ul style="list-style-type: none"> • Min Charge over 24 months \$720 • 12 Month Option earning no Qantas Points, min charge \$360 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
5000 bonus Qantas Points per plan^	\$50 per month	Large 50GB <ul style="list-style-type: none"> • Min Charge over 24 months \$1200 • 12 Month Option earning no Qantas Points, min charge \$600 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
6000 bonus Qantas Points per plan^	\$60 per month	Extra Large 100GB <ul style="list-style-type: none"> • Min Charge over 24 months \$1440 • 12 Month Option earning no Qantas Points, min charge \$720 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB

Data + Call inclusions reset on the first of each calendar month. All prices include GST. Plan Change fee of \$15 per service.

Give your team more flexibility with their data.

Combine eligible plans onto one account to share the data between multiple team members and their devices. Feel safe and secure in the knowledge that you can keep your number when switching to Vonex.

- ✓ One data pool
- ✓ One Invoice
- ✓ Heaps of data

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^Earn Qantas Business Rewards for your business with every \$1 you spend on 36 month plans.

Plus, we are offering bonus points for each plan connected. Speak to your local Channel Partner more details or visit our website vonex.com.au/qantas-points

2000 bonus Qantas Points per plan^	\$20 per month	Small 5GB <ul style="list-style-type: none"> • Min Charge over 36 months \$720 • 12 Month Option earning no Qantas Points, min charge \$240 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
3000 bonus Qantas Points per plan^	\$30 per month	Medium 18GB <ul style="list-style-type: none"> • Min Charge over 36 months \$1080 • 12 Month Option earning no Qantas Points, min charge \$360 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
4,500 bonus Qantas Points per plan^	\$45 per month	Large 30GB <ul style="list-style-type: none"> • Min Charge over 36 months \$1620 • 12 Month Option earning no Qantas Points, min charge \$540 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB
6000 bonus Qantas Points per plan^	\$60 per month	Extra Large 60GB <ul style="list-style-type: none"> • Min Charge over 36 months \$2160 • 12 Month Option earning no Qantas Points, min charge \$720 • Unlimited standard calls, 13/1800 calls & SMS/MMS • Auto data top up at \$15 per GB

Data + Call inclusions reset on the first of each calendar month. All prices include GST. Plan Change fee of \$15 per service.

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 12 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.

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 062 058** 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 for full terms and conditions. This summary is valid as of July 2021.

Critical Information Summary

QBR SIP Lite \$10/QBR SIP 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

\$10/\$35 per channel per month (depending on plan chosen)

Maximum charge for early termination

\$360/ \$1260 (depending on plan chosen)

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 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 12/36 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 062 058** fax **1800 630 614** or online <http://www.tio.com.au/making-a-complaint>

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Critical Information Summary

LineShare Standard / Plus / Unlimited

Description about this 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. No handset is included with these plans.

Minimum monthly charge payable

2 lines	Std \$50, Plus \$99, Unlimited \$130
4 lines	Std \$100, Plus \$167, Unlimited \$220
8 lines	Std \$180, Plus \$255, Unlimited \$400
12 lines	Std \$240, Plus \$385, Unlimited \$540
20 lines	Std \$300, Plus \$580, Unlimited \$900

Maximum charge for early termination

50% Monthly Fee x Contract Term + Connection fee

Example: 2 Lines Unlimited, 36 month
50% x \$130 x 36 + 0 = \$2340

Minimum term applicable

0, 12, 24 and 36 month terms available.

Connection fees

Connection fees apply for zero month contracts:

2 lines	\$50
4 lines	\$100
8 lines	\$200
12 lines	\$300
20 lines	\$300

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

It is required that handsets are purchased and supplied by Vonex for LineShare plans. Vonex retail hardware prices include the programming of the hardware to the Vonex LineShare service. 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 may be deducted 4 days after your email bill is issued.

Important Conditions

The monthly plan fees include: a phone number, calls as specified in the plan, voicemail-to-email, programming of all standard features of our hosted PBX, one hunt group and a free Vonex Phone mobile app for each handset purchased. This plan is not available for telemarketing, call centre function or other similar uses.

Additional charges; 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. Additional softphone free for 6 months, \$5 per month thereafter.

Early termination charges

If you cancel the service before the end of the contract term you will be charged the remaining months of the contract times 50% of the minimum monthly charge. At the end of the contract 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](mailto:helpdesk@vonex.com.au) if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO)

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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.

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Critical Information Summary

Call Management Console
0/12/36 month Contract

Description about the service

This is a cloud based call management service that monitors the usage of Vonex Hosted PBX calls. No hardware is required for this service.

Minimum monthly charge Payable per extension

Dependant on exact options selected, CMC Insight \$19 per month, CMC Report \$44

Maximum charge for early termination per extension

CMC Insight zero contract \$19+\$100 setup, 12 month contract \$228+\$100 setup, 36 month contract \$684

CMC Report zero contract \$44+\$200 setup, 12 month contract \$528+\$200 setup, 36 month contract \$1584.

Bundling

This service requires a Vonex Hosted PBX for this service to be connected to.

Mandatory components

A live Vonex Hosted PBX system is required for the Call Management Console to operate from.

Direct Debit is required. Vonex reserves the right to credit check customers before approval and acceptance for new services. The customer Direct Debit payments of bills may be deducted 4 days after your email bill is issued.

Early termination charges

If you cancel the service before the end of the contract term of 12 or 36 months, a fee of 50% of the monthly total charges times the remaining months of the contract will be payable to Vonex. At the end of the contract term the Vonex monthly charges will continue at the same rate.

Enquiries, feedback and complaints

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Critical Information Summary

Fibre400

Description about this service

The Internet service is provided over the selected carrier network (AAPT) and are available in specific buildings as determined by a Service Qualification Check enabled areas.

Minimum Monthly Charge Payable

\$438.90 per month

Maximum charge for early termination

\$14483.70

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

Vonex supplied NTU is supplied with the service. Customer supplied router will need to be installed by their own technician. For Quality of Service a Vonex approved model should only be installed.

Early termination charges

If you cancel the service before the end of the contract term of 36 months, a fee of 100% 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 or contacting customer service on **1800 828 668** or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints

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Critical Information Summary

Fibre1000

Description about this service:

The Internet service is provided over the selected carrier network (AAPT) and are available in specific buildings as determined by a

Service Qualification Check enabled areas.

Minimum Monthly Charge Payable

\$878.90 per month

Maximum charge for early termination

\$39550.50

Minimum term applicable: 48 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

Vonex supplied NTU is supplied with the service. Customer supplied router will need to be installed by their own technician. For Quality of Service a Vonex approved model should only be installed.

Early termination charges

If you cancel the service before the end of the contract term of 48 months, a fee of 100% 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 or contacting customer service on **1800 828 668** or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints

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Critical Information Summary

QBR NBN25 Bundle/QBR NBN50 Bundle/QBR
NBN100 Bundle/QBR NBN250 Bundle
(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 (NBN100 not available for Fixed Wireless, NBN250 only available for FTTP and some HFC connection).

Minimum Monthly Charge Payable

\$70 Standard NBN/\$80 NBN 4G backup/\$75 Standard NBN/\$85 NBN 4G backup/ \$100 Standard NBN/ \$110 NBN 4G backup/ \$130 Standard NBN/\$140 NBN 4G backup per month depending on plan selected.

Maximum charge for early termination

\$1260 Standard NBN/\$1440 NBN 4G backup/\$1350 Standard NBN/\$1530 NBN 4G backup/\$1800 Standard NBN/\$1980 NBN 4G backup /\$2340 Standard NBN/\$2520 NBN 4G backup depending on plan selected.

Minimum term applicable: 36 months

Bundling arrangements

The special pricing for this service is conditional on bundling with either a Vonex ONdesk or SIP product. Vonex also provides 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 or contacting customer service on **1800 828 668** or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints

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Critical Information Summary

Assure 50/Assure 50/Assure 50 Bundle/Assure 100 Bundle (36 Months)

Description about this service

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

Optus network and is available where Optus 4G network is available.

Minimum Monthly Charge Payable

\$175/\$190/\$170/\$180 per month

Maximum charge for early termination

\$6300/ \$6840/ \$6120/\$6480 depending on plan chosen

Minimum term applicable: 36 months

Bundling arrangements

This service includes by default the bundling of both an nbn and mobile backup service. 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. Use of the Vonex Supplied and configured hybrid CPE is required for the NBN Assure product.

Important Conditions

NBN Assure failover applies only if there is an event of an NBN outage or service fault. It is not to be used in the event of a CPR failure, even if provided by Vonex Telecom. Vonex reserves the right to suspend the backup service if a breach of this usage is detected or if a fault has not been logged within 1 business day. The SIM card will not be activated until the NBN installation is complete and activated. Where relevant the NBN service and SIM services are provisioned with separate Static IP addresses. The Assure services is not to be used for load balancing or bonding. A transfer fee of \$50 and Modem upgrade fee, may be charged if a current Vonex NBN service is moved to NBN Assure.

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 backup 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 \$75. 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, This is free on a 36 month contracts, is pre-configured and customer self-installed.

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 or contacting customer service on **1800 828 668** or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints

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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>.

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Critical Information Summary

QBR 4G 500GB Broadband 36 Months

Information about the service

This is a postpaid Wireless Broadband mobile services that contains a monthly data allowance for use within Australia.

Eligibility: Vonex Wireless Broadband mobile plans are available for new services. Plan changes are not possible.

Minimum Term: There is 36 months minimum contracted term on this service.

Equipment Needed: This plan can only be used with the Vonex-supplied device. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. Coverage will be where Optus 4G network is available.

Included Data: Monthly data inclusions are set out in the table above. If you use more than your included data during your billing month we'll automatically give you another 10GB for \$12. If you use more than 50GB of top-up data we will automatically give you further data top us at 1gb for \$12. Data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads

Speed: Speeds are variable on the 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic

Bundling

The 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

• Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.

• Direct Debit is mandatory, and the payment will be transacted 4 days after the due date.

Important Conditions

Plan changes are not possible on this service.

Early Termination Charges

\$10 per month for the remaining months of the contract.

Usage Information

Tracking your spend We'll provide you with usage alerts once you've reached approximately: • 50%, 85% and 100% of your included data. 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.

You cannot use this service overseas.

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)

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as follows: Call **1800 062 058** fax **1800 630 614** or online <http://www.tio.com.au/making-a-complaint>

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Critical Information Summary

4G 200GB Wireless Broadband No Contract

Information about the service

This is a postpaid Wireless Broadband mobile services that contains a monthly data allowance for use within Australia.

Eligibility: Vonex Wireless Broadband mobile plans are available for new services. Plan changes are not possible.

Minimum Term: There is no contracted term on this service.

Equipment Needed: This plan can only be used with the Vonex-supplied device. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. Coverage will be where Optus 4G network is available. Cost of modem is \$222.

Included Data: Monthly data inclusions are set out in the table above. If you use more than your included data during your billing month we'll automatically give you another 1GB for \$2. If you use more than 50GB of top-up data we may slow your speed to 256Kbps until the next billing period. If you use more than 50GB of top-up data we will automatically give you further data top us at 1gb for \$12. Data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads

Speed: Speeds are variable on the 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic

Bundling

The 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

• Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.

• Direct Debit is mandatory, and the payment will be transacted 4 days after the due date.

Important Conditions

Plan changes are not possible on this service.

Early Termination Charges

This is a non contracted service, no early termination fees apply.

Usage Information

Tracking your spend We'll provide you with usage alerts once you've reached approximately: • 50%, 85% and 100% of your included data. 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.

You cannot use this service overseas.

Enquiries, feedback and complaints

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Critical Information Summary

4G Broadband 500GB 12 Months

Information about the service

This is a postpaid Wireless Broadband mobile services that contains a monthly data allowance for use within Australia.

Eligibility: Vonex Wireless Broadband mobile plans are available for new services. Plan changes are not possible.

Minimum Term: There is 12 months minimum contracted term on this service.

Equipment Needed: This plan can only be used with the Vonex-supplied device. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. Coverage will be where Optus 4G network is available.

Included Data: Monthly data inclusions are set out in the table above. If you use more than your included data during your billing month we'll automatically give you another 10GB for \$12. If you use more than 50GB of top-up data we will automatically give you further data top us at 1gb for \$12. Data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads

Speed: Speeds are variable on the 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic

Bundling

The 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

- Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.

- Direct Debit is mandatory, and the payment will be transacted 4 days after the due date.

Important Conditions

Plan changes are not possible on this service.

Early Termination Charges

\$20 per month for the remaining months of the contract.

Usage Information

Tracking your spend We'll provide you with usage alerts once you've reached approximately: • 50%, 85% and 100% of your included data. 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.

You cannot use this service overseas.

Enquiries, feedback and complaints

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Critical Information Summary

QBR 4G BYO Handset

Description about this service

These plans are postpaid mobile services that contain the inclusions listed in the table above. They are for a minimum of 24 month term.

Eligibility: Vonex Mobile Voice plans are available for new services.

Bringing your own device

You may bring your own mobile device to use with these plans. The device must be unlocked and able to use the Optus 3G/4G network that covers 98.5% of the Australian population.

Included value

Monthly inclusions set out in the table above and included usage types are outlined below:

- Standard national calls and text Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.

- If you use more than your included data we'll automatically give you another 1GB for \$15. Any unused data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads.

- Your monthly included calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international PAYG rates, see our website for details.

If you use your device for services not included in your plan or exceed your monthly allowances, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. Monthly charges are paid in advance & any charges not included in your plan will appear on your next bill after they are incurred.

Using your service overseas

Standard Global Roaming Rates on these plans are substantial and must be considered before attempting to use this service overseas. To send and receive any call whilst overseas is \$1.50 per minute, and data is \$1 per MB, (see full details on our website). International Roaming is not recommended on these plans due to these costs. Please talk to the Vonex helpdesk about options including the Vonex App and having your number diverted to a voicemail that you can retrieve whilst using local in country data options.

Bundling

The 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

- Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.

- Direct Debit is mandatory and the payment will be transacted 4 days after the due date.

Important Conditions

Plan changes: You can change to another eligible plan within your current 'suite of plans', for a \$15 fee.

Early Termination Charges: If you cancel your plan early and Early Termination Fee will apply. This is 50% of the monthly plan fee for the remaining months of the contract.

Usage Information

Tracking your spend We'll provide you with usage alerts once you've reached approximately: 50%, 85% and 100% of your included data. Up

to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on **13VONEX** 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 062 058** 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 for full terms and conditions. This summary is valid as of July 2021.

Critical Information Summary

QBR 4G BYO Handset Business Fleet

Description about this service

These plans are postpaid mobile services that contain the inclusions listed in the table above. They are for a minimum of 36 month term.

Eligibility: Vonex Fleet Mobile Voice plans are available for business customers with an ABN. To be eligible for this product, you must have a minimum of two mobile fleet services.

Bringing your own device: You may bring your own mobile device to use with these plans. The device must be unlocked and able to use the Optus 3g/4G network that covers 98.5% of the Australian population.

Included value

Monthly inclusions set out in the table above and included usage types are outlined below:

- Standard national calls and text Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions. Data is shared across all fleet services on the one Vonex account.

- If your fleet uses more than your included data we'll automatically give you another 1GB for \$15. Any unused data expires at the end of each billing month. Data is counted in kilobytes, and includes uploads and downloads.

- Your monthly included calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. Calls and SMS/MMS outside of your inclusions or to other destinations will be charged at standard international PAYG rates, see our website for details.

If you use your device for services not included in your plan or exceed your monthly allowances, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. Monthly charges are paid in advance & any charges not included in your plan will appear on your next bill after they are incurred.

Using your service overseas

Standard Global Roaming Rates on these plans are substantial and must be considered before attempting to use this service overseas. To send and receive any call whilst overseas is \$1.50 per minute, and data is \$1 per MB, (see full details on our website). International Roaming is not recommended on these plans due to these costs. Please talk to the Vonex helpdesk about options including the Vonex App and having your number diverted to a voicemail that you can retrieve whilst using local in country data options.

Bundling

The 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

- Vonex Business Fleet plans must be on the same Vonex Account for the sharing of data usage. Any combination of the Fleet Shared plans can be included on a customers account and the total usage will be pooled. However stand alone plans can not be included on the same account.

- Your bill will be emailed to your nominated email address or you can access it online at view my bill on our website.

- Direct Debit is mandatory and the payment will be transacted 4 days after the due date.

Important Conditions

Plan changes: You can change to another eligible plan within your current 'suite of plans', for a \$15 fee.

Early Termination Charges

If you cancel your plan early and Early Termination Fee will apply. This is 50% of the monthly plan fee for the remaining months of the contract.

Usage Information

Tracking your spend We'll provide you with usage alerts once you've reached approximately: 50%, 85% and 100% of your individual services included data, however any excess data charges will take into account the total pooled usage at the end of the month. Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on **13VONEX** or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints

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Handwriting practice lines on the right page, consisting of 20 horizontal blue lines.

Drop us a line.

 13 VONEX