

# Lineshare

## Information 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. Lineshare provides the customer with a PBX hosted by Vonex that utilises a Voice over IP (VoIP) connection to make and receive phone calls. Contract terms available are 1, 12, 24 and 36 months.

The monthly plan fees include one new geographic phone number, all calls to local/national/Australian mobile numbers (excluding plans using Standard or Plus Call Rates), Free use of the Vonex mobile app is included with each purchased handset, programming of all standard features of a hosted PBX and one hunt group.

## 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. It is recommended that it be used in conjunction with a dedicated Vonex broadband service.

## Mandatory Components and Conditions

It is required that handsets are purchased from and supplied by Vonex. Vonex retail hardware prices include the programming of the hardware to the service.

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.

## Information About Pricing

Call Rate Plans	Monthly Fee									
	2 Lines	4 Lines	8 Lines	12 Lines	20 Lines	30 Lines	40 Lines	50 Lines	75 Lines	100 Lines
<b>Standard</b> Bonus QBR Points:	\$50 5,000	\$100 10,000	\$180 18,000	\$240 24,000	\$350 35,000	\$450 45,000	\$600 60,000	\$750 75,000	\$1125 112,500	\$1500 150,000
Local, National calls included	250	500	1000	1500	2000	2500	3000	3500	2750	6000
<b>Plus</b> Bonus QBR Points:	\$99 9,900	\$167 16,700	\$225 25,500	\$385 38,500	\$580 58,000	\$740 74,000	\$990 99,000	\$1240 124,000	\$1850 185,000	\$2470 247,000
Local, National, Mobile calls included	250	500	1000	1500	2000	2500	3000	3500	2750	6000
<b>Unlimited</b> Bonus QBR Points:	\$130 13,000	\$220 22,000	\$400 40,000	\$540 54,000	\$900 90,000	\$1350 135,000	\$1800 180,000	\$2250 225,000	\$3400 340,000	\$4500 450,000
Local, National, Mobile calls included	Unlimited									
<b>Establishment Fees</b>	\$50	\$100	\$200	\$300	\$300					

Total Minimum Price	
2 lines Standard \$100, Plus \$149, Unlimited \$180 4 lines Standard \$200, Plus \$267, Unlimited \$320 8 lines Standard \$380, Plus \$425, Unlimited \$600 12 lines Standard \$540, Plus \$685, Unlimited \$840 20 lines Standard \$650, Plus \$880, Unlimited \$1200	30 lines Standard \$750, Plus \$1040, Unlimited \$1650 40 lines Standard \$900, Plus \$1290, Unlimited \$2100 50 lines Standard \$1050, Plus \$1540, Unlimited \$2550 75 lines Standard \$1425, Plus \$2150, Unlimited \$3700 100 lines Standard \$1800, Plus \$2770, Unlimited \$4800

**Notes:**

- Bonus QBR points are only available on 36 month contracts with 1 additional point for every \$1 spend on monthly fees.
- Establishment fees apply to 1 month contract terms only.
- All plans 30 lines and above are considered Enterprise plans.

Free use of the Vonex mobile app is included with each purchased handset. If additional Vonex Phone mobile apps are required, an additional \$5 per month is charged commencing after 6 months of activation per handset.

Each additional hunt group or IVR is an additional \$5 per month, complex programming of the handset or PBX (more than one IVR or hunt group) may incur a once off charge of either \$10 or \$25 per handset depending on the requirements.

Porting and DID Hosting Fees are as follows:

Type	Monthly Fee	Number Porting Fee	<ul style="list-style-type: none"> <li>• Porting can only be actioned once the Service has been provisioned by Vonex and the appropriate Porting Authority Form (PAF) has been submitted.</li> <li>• Porting fees apply each time the port request needs to be submitted.</li> <li>• A Complex (Cat C) port may be required for number ranges, multiple single numbers that are to be ported together or any number that has Complex services associated with it.</li> </ul>
Geographic number	\$2	\$30	
100 number range	\$55	\$130	

Note: For information on 13 and 1300 numbers, see 1300/1800 numbers Critical Information Summary.

Call charges are as follows: 10c per local and national call, 20c per minute for mobile calls, 25c for calls to 13/1300 numbers, international calls to the top 25 destinations 20c for 15 minutes and all other international calls are charged in one minute increments. See [www.vonex.com.au](http://www.vonex.com.au) for a list of international call rates.

Vonex reserves the right to credit check customers before approval and acceptance of an application for new services.

If the Service is unavailable due to any reason such as a power outage, it will prevent successful connection to the 000 emergency services. For this reason, Vonex recommend that the Customer has an alternative method of making calls, such as a mobile telephone.

At the end of the contract term, the Vonex monthly charges will continue at the same rate. This service is not available for telemarketing, call centre function or other similar uses.

## Early Termination Charges

If you cancel the service before the end of any applicable contract term, a fee of 50% of the monthly rental times the remaining months of the contract will be payable to Vonex.

## Billing and 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).

All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

## 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 questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vonex.com.au/policies](http://www.vonex.com.au/policies).

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at [www.tio.com.au](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.