

# ONdesk

## 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. ONdesk provides the customer with a PBX hosted by Vonex that utilises a Voice over IP (VoIP) connection to make and receive phone calls. Minimum contract term is 1 month.

The monthly plan fees include one new geographic phone number, Grenke lease repayment (if applicable), all calls to local/national/Australian mobile numbers (excluding 1 month contract plans), 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 supplied by Vonex via an Equipment Lease Agreement through Grenke (GC Leasing Sydney Pty Ltd ABN 27 615 226 045) unless purchased outright. The lease repayments are collected on behalf of the customer, included in the monthly plan from Vonex Telecom and paid to Grenke over the contract term. The handsets remain the property of Grenke until the end of the lease term at which time ownership transfers to the customer. See the Grenke Terms and Conditions for full details.

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.

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.

## Information About Pricing

Plan	Monthly Cost per Extension	Establishment Fees		Minimum Total Contract Price			Bonus QBR
		1 Month Contract	12 or 36 Month Contracts	1 Month Contract	12 Month Contract	36 Month Contract	
Lite	\$10	\$25	\$0	\$35	N/A	\$360	1000
Traveller	\$20	\$25		\$45	\$240	\$720	2000
Freedom	\$25	\$25		\$50	\$300	\$900	2000
Business	\$30	N/A		N/A	N/A	\$1080	3000
Executive	\$40	N/A		N/A	N/A	\$1440	4000
Premium	\$50	N/A		N/A	N/A	\$1800	5000
Collaborate	\$60	N/A		N/A	N/A	\$2160	6000

**Notes:**

- All plans can be mixed and matched on the one PBX. Contract terms are applied to the extension and plan chosen.
- Bonus QBR points are only available on 36 month contracts with 1 additional point for every \$1 spent on monthly fees.
- The 1 QBR point for every \$1 spent on monthly fees apply to new contracts only.
- Plans including hardware can only be ordered on a 36 month Contract.
- Business, Executive, Premium and Collaborate plans include hardware lease through Grenkie Finance (see below).
- All Lite plans will incur call charges.

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.

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.

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 fee times the remaining months of the contract will be payable to Vonex. If the customer ceases to retain services with Vonex Telecom and has hardware leased under Grenke, the underwriter Grenke will commence a direct relationship with the customer for the Lease Agreement.

## 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.