

# Teams Voice Connect

## Information About the Service

This is an IP based voice telephony service that integrates with your Microsoft Teams plan via Direct Routing and provides the customer with a PBX hosted by Vonex that utilises a Voice over IP (VoIP) connection. Contract terms available are 1, 12 and 36 months.

The monthly plan fees include one new geographic phone number, Grenke lease repayment (if applicable), all calls to local/national/Australian mobile numbers, 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

Customer will need to have an appropriate Microsoft Teams license to use this service. The customer may also be required to conduct networking changes to enable Direct Routing on your Microsoft Teams license. Vonex can facilitate installation and networking at an additional cost.

It is required that headsets 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 headsets 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 additional hardware is 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

Plan	Teams Voice Connect			Teams Voice Business	Teams Voice Executive
Minimum monthly charge per user/extension	\$25			\$30	\$40
Contract term	1 Month	12 Month	36 Month	36 Month	36 Month
Establishment fee	\$25	\$0	\$0	\$0	\$0
Maximum total contract price	\$50	\$300	\$900	\$1080	\$1440
Bonus QBR points	N/A	N/A	2500 Points		

### Notes:

- Bonus QBR points are only available on 36 month contracts.
- Establishment fees apply to 1 month contract terms only.
- Business and Executive plans include a hardware lease through Grenke Finance (see below).

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: Unlimited calls to local, national and Australian mobile numbers, 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.

**Initial Teams Configuration:** Customer may utilise in-house technicians to configure the service, Vonex will provide configuration information to you. You may also engage Vonex engineering for an additional fee: \$250 for first 5 users/extensions; \$125 for every 5 users/extensions thereafter.

**Ongoing Teams Configuration:** Changes to your service may be conducted by your in-house technician. Otherwise, Vonex offers the following:

- Ongoing: Pay an ongoing monthly fee of \$59 per month for unlimited change requests to the Vonex engineering team.
- On demand: Once off consultancy fee is charged when a change is required: \$250 for the first 5 users/extensions; \$125 for every 5 users/extensions thereafter.

## 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. 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.