

# Call Management Console

## Information About the Service

This is an add-on to Vonex Hosted PBX voice services. This is a cloud-based call management service that monitors the usage of Vonex Hosted PBX calls. The minimum contract term is 1 month.

The monthly plan fees include access to the Call Management Console on your Vonex Hosted PBX service and additional features as required.

## Bundling Arrangements

This service must be bundled with a Vonex Hosted PBX service. 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

A live Vonex Hosted PBX system is required for the Call Management Console to operate from. If the connected Hosted PBX system is ever taken offline for any reason, this service will no longer function.

## Information About Pricing

Plan	Supervisor Licence Fee	User End Point Licence Fee	Optional Console User Login	Optional Call Recording	Setup Fees	Total Minimum Price		
						1 Month	12 Months	36 Months
Insight	\$10 per month	\$1 per month per extension	N/A	\$8 per month per user	\$100	\$111	\$232	\$396
Report	\$20 per month	\$2 per month per extension	\$4 per month per user		\$200	\$226	\$512	\$936

### Notes:

- Customers choose either Insight or Report feature set.
- Setup fees are waived on a 36 month contract.
- Each user/extension connected to this service requires an User End Point Licence.
- Each user/extension requiring access to the Console will incur a Console user Login fee.
- Each plan requires a minimum of one Supervisor Licence.

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

## Service Cancellation

If the service is cancelled, the last monthly access fee is payable in full. If the service is cancelled prior to the contract end date a cancellation fee will apply. The maximum cancellation fee payable is 75% of the total of the remaining monthly access fees for the contract term. Cancellation of this service will not cancel the linked Hosted PBX service.

## 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 prices include GST. All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required unless otherwise approved by Vonex. The payment term is 4 days from the invoice issue date.

## 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 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** 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**.

## 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**.

Please contact Vonex for further information or visit our website **www.vonex.com.au** for full terms and conditions.