

# Business Numbers – 13/1300/1800

## Information About the Service

This is an inbound 13, 1300 or 1800 service and is an add-on to Vonex Voice services. The minimum contract term is 1 month.

The monthly plan fees include an inbound 13 number, inbound 1300 number and/or an inbound 1800 inbound number.

## Bundling Arrangements

This service must be bundled with a Vonex Voice service. We do provide other telco services that can be included on one bill.

## Mandatory Components and Conditions

A live Vonex Voice service is required for the 13/1300/1800 number to be hosted with. If the connected Voice service is ever taken offline for any reason, this service will no longer function and unless the number is moved to an alternate service, it will be cancelled, and Early Termination fees will apply. Geo locating features can be applied but will incur additional fees.

13 numbers will incur a monthly Government Levy fee as noted in the pricing table below. Government Levy fees are included in the monthly access fee.

## Information About Pricing

Plan	13/1300 1 Month Contract	13/1300 24 Month Contract	1800 1 Month Contract	1800 24 Month Contract
Monthly Hosting Fee	\$16	\$13	\$16	\$13
Monthly Government Levy	\$715 13 Numbers only	\$715 13 Numbers only	N/A	
Local Calls	\$0.08	\$0.06	\$0.08	\$0.07
National	\$0.12	\$0.08	\$0.12	\$0.10
Mobile to Fixed	\$0.16	\$0.12	\$0.18	\$0.16
Fixed to Mobile	\$0.34	\$0.29	\$0.40	\$0.38
Mobile to Mobile	\$0.34	\$0.32	\$0.40	\$0.38
Number Reservation Charge	\$16.50 for 30 days			
Moves and Change Fee	\$22.00 per change			
Minimum Total Contract Price	1300: \$16 13: \$731	1300: \$312 13: \$17,544	\$16	\$312

### Notes:

- No establishment fees apply for this service unless Geo Locating features are used. Price will be POA.
- All call charges are the incoming rates applied to the customer. Inbound callers will be charged rates from their own Voice provider.

Porting and DID Hosting Fees (incGST) are as follows:

Type	Monthly Fee	Once off Number Fee	
Ported number	Included	\$48.40	<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> <li>• Fees may be higher if Geo Locating features are included.</li> </ul>
New Number	Included	\$37.40	

## 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 (including the Government Levy, if applicable) 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](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.