

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. The minimum contract term is 1 month or 36 months if hardware finance is included.

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. This service is not available for telemarketing, call centre function or other similar uses.

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, 24 and 36 Month Contracts	1 Month Contract	12 Month Contract	24 Month Contract	36 Month Contract	
Lite	\$10	\$25	\$0	\$35	\$120	\$240	\$360	1000
Traveller	\$20	\$25		\$45	\$240	\$480	\$720	2000
Freedom	\$25	\$25		\$50	\$300	\$600	\$900	2500
Business	\$30	N/A		N/A	N/A	N/A	\$1080	3000
Executive	\$40	N/A		N/A	N/A	N/A	\$1440	4000
Premium	\$50	N/A		N/A	N/A	N/A	\$1800	5000
Collaborate	\$60	N/A		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.
- Plans including hardware can only be ordered on a 36 month Contract.
- Business, Executive, Premium and Collaborate plans include hardware lease through Grenkie Finance.
- All Lite plans will incur outbound call charges.

The Vonex mobile app is available for each extension and charged at \$3 per month per extension. The app is included for free with ONdesk Traveller extensions.

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	
Geographic number	\$2	\$30	<ul style="list-style-type: none"> • Porting can only be actioned once the Service has been provisioned by Vonex and the appropriate Porting Authority Form (PAF) has been submitted. • Porting fees apply each time the port request needs to be submitted. • 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.
100 number range	\$55	\$130	

Note: For information on 13 and 1300 numbers, see 1300/1800 Business 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 for a list of international call rates.

At the end of the contract term, the Vonex monthly charges will continue at the same rate on a month-to-month basis.

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. 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 or contacting customer service on **1800 828 668** or emailing 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.