

# OnSIP

## Information About the Service

This is an IP based voice telephony service that is supplied over a fixed broadband internet service and customer owned hardware that can be used to make national and international calls. OnSIP provides the customer with a SIP Trunk that utilises a Voice over IP (VoIP) connection to make and receive phone calls. The minimum contract term is 12 months.

The monthly plan fees include one new geographic phone number, all calls to local/national/Australian mobile numbers (excluding Lite plan), one SIP Trunk.

## 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

Compatible hardware and/or software is required to use the service. The service is compatible with a wide range of VoIP compatible PBX/phone systems. Hardware can be purchased from Vonex as an optional extra if required.

The internet service may be supplied by any service provider. Service 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	Lite		Business	
Monthly Cost	\$11		\$39.95	
Contract Term	12 Months	36 Months	12 Months	36 Months
Minimum Total Contract Price	\$132	\$396	\$479.40	\$1438.20
Bonus QBR Points	None	1000	None	3000
Call Plan	PAYG See below for call rates		Unlimited calls to local/national/Australian mobile numbers	

### Notes:

- Bonus QBR points are only available on 36 month contracts.
- No Establishment fees apply to this service.

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.

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.

## 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.

## 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.