

Wrap Up the Year with Free Tech Promotion 2025

Terms & Conditions

1. Promotion Overview

The Vonex *Wrap Up the Year with Free Tech Promotion* ("Promotion") commences on Friday, 14 November 2025, and continues until Wednesday, 31 December 2025, unless withdrawn earlier by Vonex.

Vonex may withdraw or vary the Promotion at any time.

2. Eligible Customers

This Promotion is open to new and existing Direct business customers of Vonex.

Residential customers and Vonex Authorised Channel Partner customers are not eligible.

3. Eligible Services

This Promotion applies exclusively to new ONdesk and/or Lineshare services supplied by Vonex on a minimum 24-month contract term, with a total minimum monthly spend of \$300 (incl. GST).

All other voice, mobility, data, or hardware-only purchases are excluded.

4. Promotion Mechanics

Eligible customers who order qualifying ONdesk and/or Lineshare services during the Promotion Period will receive one (1) Yealink WH66 Mono Teams DECT Wireless Headset (RRP \$471.90) per qualifying service, up to a maximum of two (2) per customer.

Headsets will be supplied following service activation. Delivery times may vary depending on stock availability and provisioning staff schedules.

5. Service Conditions

The service is for the customer's use only and must not be resold or distributed.

All standard Vonex ONdesk and Lineshare Terms and Conditions apply.

For full details of inclusions, exclusions, and performance characteristics, please refer to the relevant Critical Information Summary (CIS) available at www.vonex.com.au.

6. Cancellations and Changes

Any change to the service during the Promotion Period or prior to headset dispatch may disqualify the customer from this Promotion.

If the service is cancelled within the minimum contract term, a cancellation fee will apply in accordance with standard ONdesk and Lineshare Terms.

7. General Terms

Signed orders must be received and accepted by Vonex during the Promotion Period.

Offer available while stocks last.

The Yealink headset is not transferable, redeemable for cash, or available retrospectively.

This Promotion cannot be combined with any other Vonex offer unless expressly stated.

This Promotion is available Australia-wide, subject to service eligibility and stock availability.

Cancellation rights are in accordance with the customer's service contract and Australian Consumer Law.

This Promotion does not limit any statutory rights under Australian Consumer Law.

Vonex may extend, modify, or withdraw the Promotion at its sole discretion.

8. Complaints

Any complaints or disputes in relation to this Promotion will be handled in accordance with Vonex's Complaint Handling Policy, available at www.vonex.com.au.

9. Contact

For more information about this Promotion, please contact Vonex Business Support:

Phone: 1800 828 668

Email: business-support@vonex.com.au