



Phone Services Description & Terms

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Our agreement with You consists of the following documents:

- (a) Any special conditions that both parties have agreed to in writing;
- (b) Order Forms;
- (c) Critical Information Summary documents;
- (d) This Service Description & Terms document; and
- (e) Master Services Agreement.

If there is any inconsistency between the above documents, they will be read and applied in the order of precedence set out above.

Phone Services Description & Terms

1. ONsip

- 1.1 The Supplier provides a Voice over IP (VoIP) Service which allows the Customer to make and receive phone calls via the Internet using customer owned handsets &/or PBX.
- 1.2 Each OnSIP service includes:
 - 1.2.1 A maximum of one (1) SIP trunk
 - 1.2.1.1 with unlimited channels for OnSIP Lite; and
 - 1.2.1.2 unlimited single channels per OnSIP Business service purchased.
 - 1.2.1.3 Security mechanisms to potentially identify call fraud and block such calls.
 - 1.2.2 Technical Support directly or via dealer partners.
- 1.3 Call waiting, incoming caller ID, call hold/resume, voicemail and such features are not included. The CPE used may provide these additional capabilities.
- 1.4 The Service does not include Priority Assistance Service for life threatening medical conditions.
- 1.5 Calls cannot be made to 1900 numbers.

2. ONdesk

- 2.1 The Supplier provides a Voice over IP (VoIP) service with a hosted PBX and VoIP handsets/ mobile app which allows the Customer to make phone calls via the Internet. Handsets and/ or headsets may be rented or BYO but must be configured by The Supplier. Some plans include Hardware Rental. This service is billed per extension.
- 2.2 ONdesk Services include:
 - 2.2.1 One (1) SIP trunk;
 - 2.2.2 One (1) Hosted PBX;

- 2.2.3 A limited set of PBX and call features as described on The Supplier website. Some features will incur additional charges and features may change without notice.
- 2.2.4 Access to The Supplier portal for viewing call records and administering some features of the Service. The customer needs to request access via Technical Support.
- 2.2.5 Managed PBX and Technical Support directly or via dealer partners.
- 2.2.6 Any combination of plans from those published on The Supplier web site, with different contract terms available per extension.
- 2.2.7 BYO eligible for Lite and Freedom plans only.
- 2.3 Business, Executive, Premium, Collaborate and Conference Plans
 - 2.3.1 Business, Executive, Premium, Collaborate and Conference plans (referred to as Rental Handset plans) include:
 - a) One (1) rental telephone handset and the programming of the device for the service ordered.
 - b) One (1) usable PBX extension per handset.
 - c) Unlimited standard calls to landlines and mobiles numbers within Australia, from within Australia.
 - d) A 36-month contract term option only.
 - 2.3.2 Rental Handset Conditions
 - 2.3.2.1 Upon receipt of a completed Order Form where the Customer elects to rent handsets from The Supplier as part of the ONdesk service, Services can be provisioned within two business days.
 - 2.3.2.2 The Customer agrees that any equipment supplied by Vonex as part of the Service remains property of Vonex.
 - 2.3.2.3 Title to the equipment does not transfer to the Customer during the rental period unless the equipment is purchased or a buy-out option is exercised.
 - 2.3.2.4 Risk in the equipment passes to the Customer upon delivery to the Customer's nominated service address.
 - 2.3.2.5 The equipment may only be used in connection with the Vonex service and must not be used with another telecommunications provider without Vonex's prior written consent.
 - 2.3.2.6 In the event of loss of or physical damage to the equipment supplied by Vonex, the Customer agrees to pay the full replacement cost of the affected equipment. Replacement cost will be determined by Vonex based on the current retail price of equivalent equipment.
 - 2.3.2.7 The Customer is responsible for insuring the equipment against loss, theft or damage where appropriate.
 - 2.3.2.8 The Customer must not do anything with the handsets which may be contrary to Vonex's rights of ownership.
 - 2.3.2.9 The Customer must not part with possession of, nor create any security interest of any kind over any handset without Vonex's prior written consent.

- 2.3.2.10 The Customer must not allow any handset to be altered, repaired, serviced or removed other than by personnel approved by Vonex.
- 2.3.2.11 The Customer must comply with all Vonex's reasonable directions in respect of the handsets.
- 2.3.2.12 At end of contract term handsets will continue to remain the property of Vonex.

2.3.3 Cancellation Terms

- 2.3.3.1 Cancellation of the Service prior to the Contract End Date shall incur a Cancellation Fee equal to 75% of the total of the remaining monthly access fees for the current Contract Term.
- 2.3.3.2 The Customer is responsible, at their cost, for return of the handsets (and power supplies if applicable) upon Cancellation of the Service. Failure to return all required components within 14 days will result in replacement costs being charged to the Customer. Replacement cost will be determined by Vonex based on the current retail price of equivalent equipment.
- 2.3.3.3 All equipment supplied by Vonex as part of the Service must be returned at termination of the Service or agreement and:
 - a) Failure to return all equipment will result in an equipment replacement charge, this fee will be quoted as part of the cancellation process; and
 - b) The Customer agrees to pay any return shipping fees, appropriate shipping insurance and tracking costs.
 - c) Vonex is not liable for any loss or damage to the equipment sustained during return shipping.

2.3.4 Transfer of Ownership and Buyout

- 2.3.4.1 Vonex may offer the Customer the option to purchase rented equipment at the end of the rental term.
- 2.3.4.2 If the rented device is sold to the customer at the end of the rental term, ownership will transfer to the Customer upon payment of the applicable buyout amount.
- 2.3.4.3 The device is provided on an "as-is" basis, and no warranty or service obligation will apply following the buyout.

2.3.5 Replacement Handsets

- 2.3.5.1 If Vonex identifies a fault with a rented handset a replacement handset will be supplied to the Customer.
 - a) Replacement handset is dispatched next business day for delivery to the Customer.
 - b) The type of replacement handset supplied is at Vonex's discretion and may not be the same model as the original.
- 2.3.5.2 The Customer is responsible, at their cost, for return of the faulty handset (and power supply if applicable) to Vonex. Failure to return all required components within 14 days will result in replacement costs charged to the Customer. Replacement cost will be determined by Vonex based on the current retail price of equivalent equipment.

- 2.3.5.3 Vonex is not liable for any loss or damage to the equipment sustained during return shipping.
- 2.3.6 Consumer Credit Code
 - 2.3.6.1 The Customer acknowledges that the telephone handsets are rented from Vonex wholly or predominantly for business purposes and agrees that the National Consumer Credit Protection Act 2009 (Cth) and the National Credit Code do not apply to this arrangement.
- 2.4 It is required that outright handset purchases for this service are supplied by Vonex to enable correct handset programming / testing. If a Customer has supplied BYO hardware that is being reprogrammed by Vonex, a Connection fee will apply irrespective of the contract term. Title to any purchased hardware remains with Vonex Telecom until payment is received.
- 2.5 The Service does not include Priority Assistance Service for life threatening medical conditions.
- 2.6 Calls cannot be made to 1900 numbers.
- 2.7 The Service must not be used outside Australia, or for telemarketing, or call centre functions or similar uses.
- 2.8 Extensions may be disabled by Vonex for any reason including non-payment, mis-use of the service or to prevent damage to the network or the customer's service.

3. LineShare

- 3.1 The Supplier provides a Voice over IP (VoIP) service with a hosted PBX and VoIP handsets / mobile app which allows the Customer to make phone calls via the Internet. Handsets may be rented or BYO but must be configured by The Supplier.
- 3.2 This service is identical to ONdesk but billed per number of lines available to the Customer PBX rather than per Extension.

4. Teams Voice Connect

- 4.1 This is an IP based voice telephony service that integrates with your Microsoft Teams plan via Direct Routing and provides the customer with a PBX hosted by Vonex Telecom that utilises a Voice over IP (VoIP) connection. Contract terms available are 1, 12 and 36 months. The monthly plan fees include one new geographic phone number, Grenke lease repayment (if applicable), all calls to local/national/Australian mobile numbers, programming of all standard features of a hosted PBX and one hunt group.
- 4.2 Customer will need to have an appropriate Microsoft Teams license to use this service. The customer may also be required to conduct networking changes to enable Direct Routing on your Microsoft Teams license. Vonex can facilitate installation and networking at an additional cost.
- 4.3 It is required that headsets are supplied by Vonex Telcom 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 headsets 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.
- 4.4 It is required that additional hardware is purchased from and supplied by Vonex Telecom. Vonex Telecom retail hardware prices include the programming of the hardware to the service.
- 4.5 This service is not available for telemarketing, call centre function or other similar uses.

5. Call Management Console

- 5.1 This service is only available in addition to a Vonex Telecom ONdesk or Lineshare service.
- 5.2 Call Management Console (CMC) is a tool to help PBX customers to view and analyse call records and PBX activity and manage call recordings.
- 5.3 Customers must select a plan type (Insight or Report) with either plan including one Supervisor licence fee. A User End Point Licence Fee applies for all extensions in the PBX.
- 5.4 The Report plan provides an option of additional Console Users to access the console and reports.
- 5.5 Call Recording is another option for either plan type, per PBX extension, with the customer able to enable/disable per extension. All recordings are stored for twelve months and then deleted. Customers are responsible for independently archiving any recordings they wish to store longer.
- 5.6 Vonex Telecom Customers utilising the call recording features are obliged to comply with all related Australian privacy laws.
- 5.7 Vonex Telecom generates CMC reports from raw PBX data and does not guarantee the CMC platform interprets the data consistently or accurately over time as formats and configurations change.
- 5.8 The Customer must manage secure access to the reporting tool and advise Vonex Telecom of authorised users and required changes in a timely manner.
- 5.9 Any changes to the number of extensions used and/or number of call recording users will be billed on a pro rata basis per extension each month.

6. Fax to Email

- 6.1 Fax to email is an optional service which provides the Customer with a mechanism to send and receive faxes via email.

Terms for all Phone Services:

These services are only available for Business customers with a valid ABN.

7. Customer Service Guarantee (CSG) Waiver

- 7.1 Vonex is committed to providing our customers with excellent customer service. This waiver does not stop you from contacting Vonex in regards to a fault with your service or allow us to avoid doing our best to fix a fault with your service as soon as possible.

The Telecommunications (Consumer Protection and Service Standards) Act 1999 [the Act] and the Telecommunications (Customer Service Guarantee) Standard 2023 [CSG] cover the supply of standard telephone services and enhanced call handling features and set out timeframes for connection of services, repair of faults and for appointments.

The CSG standard does not apply to mobile or satellite telephone services, broadband/ internet services, customer equipment or customers that have more than five standard telephone services.

When Vonex supplies a VoIP Service to you we propose that you waive your protection and rights in full. On the basis that Vonex is not required to meet the standards Vonex is able to

provide the Service for a significantly lower cost than would otherwise be charged for the Service.

You are not obliged to waive your protection and rights however Vonex may choose not to supply the Service to you if you do not agree to waive your protection and rights in full. By waiving your protection and rights you agree that you are not able to make a claim to Vonex for compensation where the standards have not been met.

The protection and rights you agree to waive include:

- (a) Damages for breach of performance standards, as per section 116 of the Act.
- (b) Time for payment of damages for breach of performance standards, as per section 117A of the Act.
- (c) Right of Contribution, as per section 118A of the Act.
- (d) Guaranteed maximum connection periods, as per the CSG.
- (e) Guaranteed maximum rectification period, as per the CSG.
- (f) Information to be given to Customers, as per the CSG.
- (g) Making and Changing Appointments, as per the CSG.

This waiver takes effect seven days from the date you order a Vonex Service, unless you notify Vonex in writing of your intent not to be bound by this waiver within that timeframe. If you notify Vonex of your intent not to be bound by this waiver Vonex reserves the right not to provide you with the Service.

More information regarding the CSG standard can be found at www.acma.gov.au.

8. Service Level-Phone Services

8.1 All phone services include Service Levels as outlined below:

Service	Target	Rebate Availability	Further Information
Installation / Delivery	1 Business Day	No	N/A
Support Response	30 Minutes	No	N/A
Service Restoration	4 Business Hours	Yes	10% of monthly fee for > 4 hours of downtime.

8.2 Network availability does not include planned Outages where The Supplier notifies, or attempts to notify, the Customer in advance. The Supplier Fault monitoring system shall be the basis for calculating network availability.

8.3 Fault Restoration Targets do not apply where the Fault is caused directly or indirectly by:

- 8.3.1 Any act or omission by the Customer or any third party;
- 8.3.2 A planned Outage period (scheduled maintenance);
- 8.3.3 A Force Majeure event;
- 8.3.4 Unscheduled maintenance in cases of emergency;
- 8.3.5 A Fault of any kind in the Customer's, a Third Party Supplier's or any other third party's facilities, networks or systems; or
- 8.3.6 Components of the Service provided using facilities outside the direct control of The Supplier.

- 8.4 The Supplier will not be liable to the Customer for any loss of profits, loss of use, loss of contracts, loss of sales or damages from outages or failure to supply Services, or for any indirect, economic, special or consequential damages arising out of or in connection with the Service regardless of whether liability is based on any breach of contract, tort (including negligence) warranty, statute, or any other basis of liability.

9. Maintenance / Planned Outage periods:

- 9.1 The Supplier will give reasonable notice, and will use best efforts to provide the Customer of any planned Outage periods and the length of any such periods.
- 9.2 If the length of any planned Outage period exceeds the length of the Outage period notified by The Supplier, in respect of the excess period only:
- 9.2.1 It will be deemed to be a Fault which the Customer has reported to The Supplier; and
- 9.2.2 Service Level Agreements will apply.

10. Delivery of the Service / Provisioning

- 10.1 Upon receipt of a completed Order Form, Services can be provisioned within two business days.
- 10.2 The Supplier does not guarantee any provisioning timeframe.
- 10.3 The Supplier shall provide Service Details including username, password and other information required to use the Service.
- 10.4 The Start Date of the Service is the date The Supplier provides written confirmation that provisioning of the Service is complete.

11. Customer Obligations

- 11.1 The Customer is responsible for:
- 11.1.1 Obtaining and maintaining a functional and adequate broadband Internet connection at each Customer site that connects to the Service;
- 11.1.2 Ensuring that the Service is configured according to the Customer's requirements and notifying The Supplier in writing if changes are required;
- 11.1.3 Ensuring any mobile app used is configured according to requirements;
- 11.1.4 All CPE required to use the Service;
- 11.1.5 The security of all CPE including, but not limited to, PBX or phone system and hardware to prevent PBX hacking or fraud;
- 11.1.6 Storing Service Details in a secure manner;
- 11.1.7 Checking applicable call rates before making calls;
- 11.1.8 Monitoring usage and expenditure regularly; and
- 11.1.9 Ensuring that the Customer has an alternative method of making and receiving calls in the event that the Service is not functional;

- 11.1.10 The return of the handsets (if applicable) upon Cancellation of the Service, at the customers cost. Failure to return all required components within 14 days will result in replacement costs being charged to the Customer;
 - 11.1.11 The cost to replace any lost, stolen or damaged handset located at any Customer site;
 - 11.1.12 Obtaining and maintaining public liability insurance insuring the Customer against any liability arising out of or in connection with the Contract and the utilisation of the Service, including cover for business interruption;
 - 11.1.13 The supply of any "On Hold" music (or any recorded music) that is not included with the Service and for obtaining and maintaining appropriate licensing to use said recordings with the Service. The Customer indemnifies The Supplier for any and all liability associated with the use of music recordings supplied by the Customer or a representative acting on behalf of the Customer;
 - 11.1.14 Not parting with possession of, nor creating any security interest of any kind over any handset without The Supplier's prior written consent;
 - 11.1.15 Complying with all The Supplier's reasonable directions in respect of the handsets;
 - 11.1.16 Not allowing any handset to be altered, repaired, serviced or removed other than by personnel approved by The Supplier; and acknowledges that the handsets are and remain the property of The Supplier; and
- 11.2 The Customer accepts and understands that by ordering the Service the Customer declares that the telephone handsets are rented from The Supplier wholly or predominantly for business purposes and accepts that the Consumer Credit Code and National Consumer Credit Protection Act do not apply to the Service.

12. Telephone Numbers and Porting

- 12.1 The Service supports Australian geographic Direct In-Dial (DID) numbers as well as Freephone (1800), Inbound (13) and Local Rate (1300) Numbers.
- 12.2 The Customer may choose to port existing number/s to The Supplier for use with the Service and/or have new number/s allocated to the Service by The Supplier.
- 12.3 Charges apply for the ongoing supply/hosting of telephone numbers whether allocated by or ported to The Supplier.
- 12.4 1900 numbers cannot be ported to The Supplier nor allocated by The Supplier.
- 12.5 Porting is the process of transferring a Telephone Number or Direct In-Dial (DID) Number between suppliers of telecommunication services and attracts Simple (Cat A) or Complex (Cat C) Porting Fees, based upon the nature of the number/s to be ported. Fees may be applicable per number or per batch of numbers.
- 12.6 The Customer must have an active phone Service with The Supplier prior to porting occurring.
- 12.7 The Supplier does not guarantee that it can port the number/s from the current service provider. The current service provider may reject the port request if the information provided is incorrect or incomplete or does not match the data held by them. A porting request may also be rejected for other reasons, as stated in the Local Number Portability (LNP) Industry Code.
- 12.8 In accordance with the LNP Industry Code, a request for Porting shall be rejected if:
 - 12.8.1 The request is for the porting of a non-portable number;

- 12.8.2 The LNP Industry Code requires the request to be rejected; or
- 12.8.3 The Supplier cannot otherwise provide portability for the number.
- 12.9 The Customer acknowledges that;
 - 12.9.1 Complex Porting requires approximately 6-8 weeks notice.
 - 12.9.2 There will be a period during the porting process where the number/s is unavailable for use. The Supplier is not liable for any direct, indirect or consequential losses during this period.
 - 12.9.3 There may be costs and obligations imposed by the current service provider, associated with the port, which may include early termination fees, and/or porting fees. It is The Customer's responsibility to check with their current service provider prior to ordering with The Supplier. The Supplier is not liable for any outstanding contractual obligations with the current provider.
 - 12.9.4 The number/s to be ported must not be deactivated or cancelled with the current provider prior to completion of the porting process.
 - 12.9.5 The Supplier does not guarantee that the number/s will be ported within any specified timeframe. Porting hours of operation are 9am to 4pm AEST/AEDST Monday to Friday, excluding nationally gazetted public holidays. Complex Port cutover can only be initiated at least 10 business days after the porting advice is sent to the current service provider. If a port request is rejected and needs to be resubmitted, cutover cannot take place for at least another 10 business days after the request is resubmitted. The Customer can only withdraw authority to port the number/s before the porting request is sent to the current service provider.
 - 12.9.6 Emergency Return means the establishment of an interim service by the original service provider which may be in the form of the Customer's original service, or if that is not possible, an alternative service. An Emergency Return may not be possible and can only be actioned within four (4) hours of the scheduled cutover appointment.
 - 12.9.7 In the event of a port order withdrawal or Emergency Return The Supplier is not responsible for any costs, period of outage of the service or loss of features of the current service or any value added service provided by the current service provider.
 - 12.9.8 Porting Order Authority withdrawal/cancellation requires 1 business day's notice for Simple Ports and 10 business days before planned cutover date for Complex Ports.
 - 12.9.9 Only the telephone numbers are ported. Other features with the current provider e.g. voicemail are lost.
 - 12.9.10 The Customer has no ownership of the telephone number/s.
 - 12.9.11 Cancellation of the Service for any reason will result in immediate loss of all telephone numbers associated with the Service unless ported away from The Supplier by the Customer, prior to Cancellation of the Service; and the Customer may not be able to port a telephone number away from The Supplier if the gaining provider does not support Out of Area Numbers, or if the gaining provider does not support number portability with The Supplier.

13. Geographic Direct In-Dial (DID) Numbers

- 13.1 If a new DID number is requested the Customer is able to choose the Australian geographical area/region for the DID number at the time of ordering.
- 13.2 The Supplier does not guarantee that it can provide DID numbers for all regions.

13.3 If the Customer requests an Out of Area Number the Customer acknowledges that:

13.3.1 Calls made to or from a DID number that is Out of Area may be charged as if the Customer is located in the area/region identified by the DID number and not the area/region the Customer is actually located in; and

13.3.2 Porting the DID number or range to another service provider in the future may not be possible.

14. Freephone and Local Rate Numbers (FLRN)

14.1 Freephone (1800) and Local Rate (1300) Numbers are virtual numbers that are routed to a single destination number (answering point).

14.2 Inbound calls charges apply to all calls received by the FLRN. Current applicable Call Rates can be supplied upon request.

14.3 If the destination number is not a number that is hosted by The Supplier outbound call charges may also apply depending on the Customers chosen plan.

15. Fax to Email

15.1 Fax to Email is an optional Service which provides the Customer with a mechanism to send and/or receive faxes via email.

15.2 The Supplier does not warrant that this feature will be error free or uninterrupted. The Supplier specifically disclaims all warranties of merchantability and fitness for a particular purpose. In no event shall The Supplier be liable for any loss, or loss of data, or other commercial damage, including but not limited to special, incidental, consequential or other damages.

15.3 Refer to the Critical Information Summary for the setup fee that may apply and the monthly fee that will apply. The service is provided month to month and no early termination fees apply. Sufficient notice to cancel the service prior to another months billing is required.

15.4 The service may require (pre-configured) hardware, supplied as part of the setup fee. The Supplier makes no guarantee that the hardware will be compatible with customers existing faxing hardware (fax machine/copier/similar).

15.5 The supplier will provide Outbound faxes

15.5.1 Outbound faxes incur call charges (refer to Call Rates).

15.5.2 The fax is to be attached to an email and sent to the address provided by The Supplier.

15.5.3 Only PDF files are supported. If multiple PDF files are attached to the email they will be sent as separate faxes.

15.5.4 The Customer is responsible for the archiving and/or back up of their sent emails. The Supplier is unable to provide a copy of the fax should the email and/or attachment be deleted or lost.

15.5.5 Faxes cannot be sent to 1900 numbers.

15.6 Inbound faxes

15.6.1 Faxes received by a 1300 or 1800 number will incur call charges (refer to Call Rates).

- 15.6.2 Faxes that are sent to the Customer's fax number/s are received by The Supplier, converted to PDF and sent as an email attachment to the email address nominated by the Customer.
- 15.6.3 To receive faxes the Service must have a DID number and the DID number must be forwarded to an email address nominated by the Customer.
- 15.6.4 The Customer understands that DID number/s forwarded to an email address can only be used to receive faxes and cannot be used to receive voice calls.
- 15.6.5 The Customer is responsible for providing and maintaining the email address/mailbox that is to receive faxes and for the archiving and/or back up of all fax messages received. The Supplier is unable to provide a copy of the fax should the email and/or attachment be deleted or lost.
- 15.6.6 The Customer understands that in some circumstance faxes will be unable to be received by the Customer and the original sender of the fax will be unaware. For clarity, the sender will not receive a failed fax notification if the email address provided by the Customer is invalid or the mailbox is full, or the service fails for other technical reasons.

16. Availability of the Service

- 16.1 The Customer understands that access to, and quality of, the Service can be affected by factors, including, but not limited to:
 - 16.1.1 Performance of the Customer's broadband connection;
 - 16.1.2 Excessive simultaneous usage of the Customer's broadband connection;
 - 16.1.3 Power failure, or the Customer's broadband connection not functioning for any reason;
 - 16.1.4 Poorly performing or configured CPE; or
 - 16.1.5 Suspension or termination of the Service by The Supplier.
- 16.2 The Supplier is not liable for any delays, failures or interruptions to the Service, or degradation of voice quality.
- 16.3 The Supplier is not responsible for any costs incurred for calls made with an alternative service provider for any reason.
- 16.4 The Supplier has a number of 'blacklisted' countries that are not accessible due to known fraudulent call activity on IP phone lines. Current blacklisted countries can be advised upon request.

17. Dialling 000 Emergency Services

- 17.1 The Customer acknowledges and understands that if the Service is unavailable due to any reason, such as power outages or Internet outages or performance issues for any reason, this will prevent successful connection to the 000 emergency services. The Supplier recommends that the Customer has an alternative method of always making calls, such as a mobile phone.
- 17.2 For the Customer's service address to be able to be displayed to the emergency services operator when calling 000 emergency services, the Customer must ensure the related service billing address provided to The Supplier is always current.

- 17.3 The Supplier cannot guarantee that the Customer's address at actual point of use will be displayed to an emergency services operator.

18. Call Rates

- 18.1 Some Plans may include Unlimited Standard Calls. Standard calls are calls to Australian landline and mobile numbers within Australia only. All other calls, except calls between customers, are chargeable.
- 18.2 Chargeable calls are billed in 30-second, or 1-minute increments and are rounded up to the nearest whole cent on individual calls. Current call rates applicable to individual plans are available upon request.
- 18.3 All successful calls incur a call charge. A successful call is when it is answered by the called party or by an answering machine / voicemail, or by other means such as those which provide announcements for wrong number, switched off or disconnected service. Connection to a wrong number is a successful call and will be charged accordingly. The duration of a call is the length of time between when the call is answered and when the call is terminated.
- 18.4 The Supplier may change call rates at any time, without notice to the Customer.
- 18.5 If the Customer enables call forwarding then any calls forwarded may incur call charges.
- 18.6 Other than standard calls and International calls, The Supplier only supports calls to the following Special Call Types: 13, 1300 and 1800 numbers. Current Call Rates to these numbers are available upon request. All other special call types are not available for use.

19. Billing, Fees and Charges

- 19.1 A monthly or annual fee is applicable for all telephone numbers and is billed in advance from the Start Date of the Service.
- 19.2 Direct debit is mandatory, this can be via credit card or bank account, with payments deducted approximately 4 business days after your email bill is issued.
- 19.3 The Customer must notify The Supplier immediately of any changes to the nominated Direct Debit account / credit card.
- 19.4 When a number or number range is removed, or the Service is cancelled, the prepaid monthly/annual fee for the number is not refundable.
- 19.5 Call charges (if applicable) are billed monthly in arrears on the following month's invoice.
- 19.6 A late payment fee may apply if your account is not paid by the due date.

20. Service Modifications

- 20.1 The Supplier portal allows the Customer to modify some features of the Service. Some features will attract additional charges which can be authorised by anyone supplied with the portal credentials.
- 20.2 Adding a new number or removing an existing number or any other Service modifications require the Customer to submit a written request to The Supplier.

21. Cancellation of the Service

- 21.1 Discontinuing the use of the Service by the Customer does not automatically lead to Service Cancellation.
- 21.2 A Contract Term applies to all Services.
- 21.3 The Contract Term commences from the Start Date of the Service, as advised by The Supplier.
- 21.4 The minimum Contract Term is 1 month from the Start Date, unless otherwise specified on the Order Form.
- 21.5 If the Customer notifies The Supplier that they wish to cancel the Service, the monthly access fee for the month in which the Cancellation occurs is not refundable. Cancellation requests must be received by The Supplier in writing two full business days before required.
- 21.6 Cancellation of the Service prior to the Contract End Date shall incur a Cancellation Fee equal to 75% of the total of the remaining monthly access fees for the current Contract Term.
- 21.7 The Customer acknowledges that the Cancellation Fee as calculated in accordance with these Terms and Conditions constitute a genuine estimate of The Supplier's financial loss in the event that the Service/s are cancelled prior to the Contract End Date.
- 21.8 If the Customer wishes to cancel the Service at the end of their current billing period, the Cancellation request must be received in writing by The Supplier no less than two full business days prior to the billing anniversary date, otherwise the next billing period will commence and another month's access fee will apply.
- 21.9 Cancellation requests must be submitted in writing by an Authorised Representative and must include the username, Service address and the required Cancellation date. Should this information not be received in full the Cancellation is not able to be actioned.