

# Cloud Home Phone

## Information About the Service

This is a residential IP based telephony service that is supplied over a fixed broadband internet service to customer owned hardware. Cloud Home provides the customer with a phone service hosted by Vonex that utilises a Voice over IP (VoIP) connection. Contract term available is 1 month.

The monthly plan fees include one new geographic phone number, all calls to local/national/Australian mobile numbers (if applicable), a maximum of one call at a time.

## 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.

## Mandatory Components and Conditions

The service is offered on a prepaid basis with top up by credit card or debit card only. Call credit minimum of \$5 must be maintained on your account. Auto top-ups of \$5 will be transacted every time your call credits (account balance) fall below \$5. As you use the service, credits will be deducted from the total to pay for call charges. If within 14 days of your bill cycle ending, you do not pay the plan fees and your account call credit is less than the required minimum of \$5, the services associated with the account will be cancelled and you may lose your number/s. When ordering a service, \$5 will need to be topped up initially to start using the service.

The internet service may be supplied by any service provider. requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Service quality may be affected by the internet connection, firewall, additional hardware, or other matters outside the control of Vonex.

You will need compatible hardware or software to use this service. Most customer supplied hardware is compatible with this service and credentials will be supplied by Vonex. No hardware is included in this service, Vonex offers ATA adapters and preconfigured IP voice phones to use with this service at an additional charge.

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 Fee	Establishment Fee	Initial Credit Top-Up	Total Minimum Price	Call Charges			
					Local/National	Australian Mobiles	13/1300	International
Home Saver	\$9.95	\$20	\$5	\$34.95	\$0	20c per min	25c per call	See Vonex website for call rates.
Aussie Hero (Call Forwarding)	\$19.95			\$44.95		\$0		

### Notes:

- Aussie Hero plan is a forwarding service. All calls made to this service must be forwarded to a mobile number.
- Diverted calls get charged the standard outbound call rate as per your selected plan. Diversions not allowed to international destinations.
- Mobile call rates are billed in one-minute increments.

Porting and DID Hosting Fees are as follows:

Type	Monthly Fee	Number Porting Fee	
Geographic number	\$2	\$30	<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 any number that has Complex services associated with it.</li> </ul>

Vonex reserves the right to credit check customers before approval and acceptance of an application for new services.

## Early Termination Charges

This is a no contract service; no termination charges apply. When you close your account, any call credits on your account will not be refunded back to you.

## 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 [residential@vonex.com.au](mailto:residential@vonex.com.au).

All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued. The required \$5 in call credits will also be charged at this time.

## Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on **1800 828 668**, or email [residential@vonex.com.au](mailto:residential@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 [residential@vonex.com.au](mailto:residential@vonex.com.au) or contact us by telephone **1800 828 668**. 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.