



VONEX

always on

MAKE THE SMART CALL

Product Catalogue January 2020



Make the smart call and be rewarded with Qantas points.

At Vonex we are continually looking for ways to add more value for our clients. We are proud to have partnered with Qantas Business Rewards and can now reward you with 3 Qantas Points for every dollar spent on your monthly ONdesk plans.

Plus between now and June 30th we are offering Bonus Points for each plan connected.

- Capped Pricing for unlimited local, national and mobile calls
- NBN/Fibre Ready
- Free standard programming so you can plug and play
- Free support for all changes to your phone system as your business evolves

VONEX
always on

Proud partner of
**BUSINESS
REWARDS**





Make the smart call and be rewarded with Qantas Points

Using ONdesk is as simple as activating a license, plugging in your phones and making a call. You have the freedom to choose to own your phone outright or mix and match any of our Quality Assured phone plans, including conferencing and cordless options, to get a result second to none.

- Manage your voicemails and emails
- Activate auto attendant
- Use our music-on-hold feature
- Transfer calls to colleagues as though you're at your desk.

Proud partner of
**BUSINESS
REWARDS**



Earn QANTAS BUSINESS REWARDS for your business with every dollar you spend on ONdesk plans plus enjoy sign up bonus points^

2,000
bonus
Qantas Points
per plan[^]

\$70
per month



Conference CP960

- Touch Screen Desk Phone included
- \$70 Access Fee per month
- *Min Charge over 36 months \$2520

2,000
bonus
Qantas Points
per plan[^]

\$60
per month



Collaborate CP920

- Coloured Screen Desk Phone included
- \$60 Access Fee per month
- *Min Charge over 36 months \$2160

5,000
bonus
Qantas Points
per plan[^]

\$50
per month



Premium Yealink T57W

- Touch Screen Desk Phone included
- \$50 Access Fee per month
- *Min charge over 36 months \$1800

4,000
bonus
Qantas Points
per plan[^]

\$40
per month



Executive Yealink T54W

- Coloured Screen Desk Phone included
- \$40 Access Fee per month
- *Min Charge over 36 months \$1440

3,000
bonus
Qantas Points
per plan[^]

\$30
per month



Business Yealink T53W

- Option of Cordless or Desk Phone
- \$30 Access Fee per month
- *Min Charge over 36 months \$1080

2,000
bonus
Qantas Points
per plan[^]

\$25
per month



Freedom

- Own your hardware outright
- \$25 Access Fee per month
- *Min charge over 36 months \$900
- 12 Month Option earning no Qantas Points, min charge \$300

2,000
bonus
Qantas Points
per plan[^]

\$20
per month



Traveller Vonex App

- Use on your mobile device or computer
- \$20 Access Fee per month
- *Min Charge over 36 months \$720

1,000
bonus
Qantas Points
per plan[^]

\$10
per month



Lite

- Pay as you go for the calls you use
- \$10 Access Fee per month
- *Min charge over 36 months \$360
- 12 Month Option earning no Qantas Points, min charge \$120

* A Business Handset Lease is included in the monthly rental payments, at the end of the 36 month term the handsets become the property of the customer. See full details in the Critical Information Summary.

@Nsip

SIP lines are excellent when you have an existing system that you want to continue to make the most of. We know that traditional systems aren't cheap to install and getting mileage out of existing infrastructure is important. Not everyone is ready to jump into the cloud and these plans allow you to transition to new technology seamlessly.

1,000

bonus
Qantas Points
per plan^

\$10

per month



@Nsip Lite

- Pay as you go for the calls you use
- \$10 Access Fee per month
- *Min charge over 36 months \$360
- 12 Month Option earning no Qantas Points, min charge \$120

3,000

bonus
Qantas Points
per plan^

\$35

per month



@Nsip Business

- Use on your mobile device or computer
- \$35 Access Fee per month
- *Min Charge over 36 months \$720
- 12 Month Option earning no Qantas Points, min charge \$420

Proud partner of

**BUSINESS
REWARDS**



Earn QANTAS BUSINESS REWARDS for your business with every dollar you spend on ONdesk plans plus enjoy sign up bonus points^



As proud partners of Qantas Business Rewards, Vonex is pleased to offer you 3 Qantas Points for every \$1 spent when you agree to a 36 month term on our NBN plans.

- Free 5Ghz Wifi Modem, preconfigured to plug and play
- Better support on our network
- Solutions that keep up with the speed of your business

\$80
per month

Lite NBN25

- This is for the budget-conscious customer. Expect a typical average speed during business hours (9am to 5pm AEST) of 24.1 megabits per second, it isn't the fastest but certainly great value. *Min Charge over 36 months \$2880
- 12 Month Option earning no Qantas Points, min charge \$960

\$90
per month

Business NBN50

- This solution offers a significant speed upgrade over most ADSL connections, perfect for busy businesses.
- Expect a typical average speed of 47.4 megabits per second during business hours (9am to 5pm AEST). *Min Charge over 36 months \$3240
- 12 Month Option earning no Qantas Points, min charge \$1080

\$120
per month

Premium NBN100

- This is our flagship product where quality internet is the priority, that means faster speeds all the time. Expect a typical average speed of 83.4 megabits per second when you connect your business to this seriously quick NBN plan during business hours (9am to 5pm AEST). *Min Charge over 36 months \$4320
- 12 Month Option earning no Qantas Points, min charge \$1440

**FREE MODEM
OFFERED ON BOTH
12 & 36 MONTH TERMS**

Typical Average speed is 47.4Mbps during business hours (9am- 5pm AEST)



**TP-LINK ARCHER
VR1600v**

Critical Information Summary : QBR SIP Lite \$10/ SIP Business \$35

Description about the service

This is an IP based voice telephony service that requires a connection at a customer's premise. This may be supplied by Vonex and require an independent technician to implement. The calls are supplied over a fixed broadband internet service and a wired ethernet port that can be used to make national and international calls. No hardware is included with these plan.

Minimum monthly charge payable: \$10/\$35 per channel per month (depending on plan chosen) Maximum charge for early termination: \$360/ \$1260 (depending on plan chosen)

Minimum term applicable: 36 months

The internet service may be supplied by any service provider. Each call 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. Whilst 000 calls can be made most services connected to the NBN network won't work during a power outage. This means you won't be able to call 000 in a power outage. It's a good idea to have another way of contacting 000 in a power outage, such as a charged mobile phone. Calls to 1900, back to base alarms, fax services and EFTPOS systems cannot be used with the voice IP Voice service.

Bundling

This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:

It is required that a preconfigured ATA adaptor is purchased and supplied by Vonex or an IP card adaptor as supplied by the phone system maintainer, for the service to be connected.

Direct Debit is required before shipment of hardware. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer Direct debit payments of bills are deducted 4 days after your email bill is issued.

Important Conditions:

The monthly plan fee on the \$10 Lite includes: a phone number and connectivity to the IP gateway. Calls charges are local/national calls 10c per call, calls to mobile 20c per min billed in 30second increments. Calls to 13/1300 25c per call, International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

The monthly plan fee on the \$35 Business includes: a phone number and connectivity to the IP gateway, plus included local/national and calls to mobiles. Calls to 13/1300 25c per call, International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

Additional charges; Porting in \$30 per number or \$130 per 100 indial range plus \$55 per month hosting of a ported indial range.

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental, times the remaining months of the contract will be payable to Vonex. At the end of 12/36 months, the Vonex monthly charges will continue at the same rate.

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.

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 question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions. This summary is valid as of January 2020

Critical Information Summary : QBRNBN100/QBRNBN50/QBRNBN25 - UNLIMITED (36 Months)

Description about the service

The Internet service is provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas.

Minimum Monthly Charge Payable: \$120/\$90/\$80 per month depending on plan selected. Maximum charge for early termination: \$4320/\$3240/\$2880 depending on plan selected. Minimum term applicable: 36 months

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. Please contact us for further information.

Mandatory components:

Direct debit is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer direct debit payments of bills are deducted 4 days after your email bill is issued.

Important Conditions:

If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). A 240 volt power supply may be required to power the equipment. In the event of a power outage, your services will not work unless you maintain a back-up battery. Where there is no available copper line available for an FTTN new connection, a new copper phone line will need to be connected. The standard charges of \$299 will apply. Fee when a fault raised to the Carrier is not found on the Carrier's Network \$150.00. Greenfields Installation Fee (Per Service Location) \$272.72. Subsequent Installation (including new Copper Pair) \$270. Late Cancellation of Appointment or Missed Appointment \$750.

For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier, we will inform you and offer you alternative options.

Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Vonex supplied modem is supplied with the service, this is free of charge, is pre-configured and customer self installed.

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental, multiplied by the remaining months of the contract will be payable to Vonex.

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.

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Critical Information Summary : QBR ONdesk \$10/\$20/\$25/\$30/\$40/\$50/\$60/\$70

Description 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.

Minimum monthly charge payable: \$10/\$20/\$25/\$30/\$40/\$50/\$60 or \$70 per extension/handset per month (plan dependent)

Maximum charge for early termination: Plan dependent; \$10 Lite= \$360, \$20 Traveller=\$720, \$25 Freedom=\$900, \$30

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. Whilst 000 calls can be made most services connected to the NBN network won't work during a power outage. This means you won't be able to call 000 in a power outage. It's a good idea to have another way of contacting 000 in a power outage, such as a charged mobile phone. Calls to 1900, back to base alarms, fax services and EFTPOS systems cannot be used with the voice IP Voice service.

Bundling

This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:

For the \$30/\$40/\$50/\$60/\$70 plans 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). The lease repayments are collected on behalf of the customer, included in the monthly plan from Vonex Telecom and paid to Grenke over the 36 month term. If the customer ceases to retain services with Vonex Telecom, the underwriter Grenke will commence a direct relationship with the customer for the Lease Agreement. See the Grenke Terms and Conditions for full details. The Equipment Lease Agreement forms part of the application process for the QBR promotional plans. For the \$10 and \$25 plans it is required that handsets are purchased and supplied by Vonex. Vonex retail hardware prices include the programming of the hardware to the Vonex ONdesk service. For the \$20 Traveller plan Software is required to be downloaded onto your mobile device or computer to access this service. No handset is supplied with this plan.

Direct Debit is required before shipment of phones. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer Direct debit payments of bills are deducted 4 days after your email bill is issued. The handsets remain the property of Grenke (where applicable) until the end of the lease term at which time ownership transfers to Vonex. Vonex will in turn assign ownership to active customers.

Important Conditions:

For the \$30/\$40/\$50/\$60/\$70 plans the monthly plan fees include: Grenke lease repayment, a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. For the \$10 plan the monthly plan fees include: a phone number, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. Calls charges are local/national calls 10c per call, calls to mobile 20c per min billed in 30second increments. For the \$25 Traveller plan the monthly plan fees include: a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group.

If the Vonex Phone mobile app is selected to couple with a handset, an additional \$5 per month is charged commencing after 12 months of activation.

These plans are not available for telemarketing, call centre function or other similar uses.

Additional charges; each additional hunt group/IVR \$5 per month, complex programming (more than one IVR or Huntgroup) \$10 per handset, Porting in \$30 per number or \$130 per 100 indial range plus \$55 per month hosting of a ported indial range. International calls are charged in 1 minute blocks. Calls to 13/1300 25c per call. International calls (top 25 destinations) 20c for 15 mins

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental, times the remaining months of the contract will be payable to Vonex. Plus for the \$30/\$40/\$50/\$60/\$70 the remaining payout of the Grenke equipment lease agreement will be payable to Grenke. At the end of 36 months, the Vonex monthly charges will continue at the same rate.

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.

Critical Information Summary : QBR ONdesk \$10/\$20/\$25/\$30/\$40/\$50/\$60/\$70

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