



# Inbound Services

## 13/1300 Plans

Call Type	Charge Type	NoContract	24 Month Contract
Local (1300) Free for first 15 minutes then	per min	\$0.08	\$0.06
National	per min	\$0.12	\$0.08
Mobile to Fixed	per min	\$0.16	\$0.12
Fixed to Mobile	per min	\$0.34	\$0.29
Mobile to Mobile	per min	\$0.34	\$0.32
Monthly inbound service fee	per month	\$16	\$13

## 1800 Plans

Call Type	Charge Type	NoContract	24 Month Contract
Local	per min	\$0.08	\$0.07
National	per min	\$0.12	\$0.10
Mobile to Fixed	per min	\$0.18	\$0.16
Fixed to Mobile	per min	\$0.40	\$0.38
Mobile to Mobile	per min	\$0.40	\$0.38
Monthly inbound service fee	per month	\$16	\$13

## Other Charges

Connection of new 1300/1800 service	\$0.00 per Service
Porting of existing 1800/13/1300 to Vonex	\$0.00 per Service
Government Levy – 13 services only	981.01 per Month
Number Reservation Charge	\$16.50 or 30 Days
Simple Moves and Changes	\$22.00 per change

## Critical Information Summary

### Information about the service

This is an inbound 1300 or 1800 service. Call charges are in arrears, with line rental fees charged in advance. Available to Business customers with a valid ABN. Rates shown are inclusive of GST.

### Information about pricing

The minimum monthly amount payable is the Inbound Service fee. For the INB001 and INB003 this is \$16.00 for INB002 and INB004 is \$13.00 per month. A 2 minute standard National Call to a fixed PSTN answering point will cost: on INB001 \$0.24, INB002 \$0.16, INB003 \$0.24, INB004 \$0.20. A 2 minute standard Mobile Call to a fixed PSTN answering point will cost: on INB001 \$0.32, INB002 \$0.24, INB003 \$0.36, INB004 \$0.32. A 2 minute standard National Call to a mobile answering point will cost: on INB001 \$0.68, INB002 \$0.58, INB003 \$0.80, INB004 \$0.76. A 2 minute standard Mobile Call to a mobile answering point will cost: on INB001 \$0.68, INB002 \$0.64, INB003 \$0.80, INB004 \$0.76. All calls are timed calls are rated per minute and are billed per second. A minimum call charge applies to INB003 of \$0.08 per call and on INB004 \$0.07 per call.

### Other 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 by contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au). The usage may be delayed by up to 48 hours. • If you wish to contact Vonex in respect to a dispute, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au). • If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).

