



Business PSTN Voice Business 13

Line Rental – PSTN

\$34.95

Per line - Per month
Plan PSTN 001

Local Calls

\$0.13
per call

National Calls

\$0.08
per minute
\$0.02 connection fee

Fixed to Mobile

\$0.28
per minute
\$0.02 connection fee

International Calls

Top International Destinations

\$0.10
per minute

Calls to 13/1300 Numbers

\$0.30
per call

(Prices include GST)

Monthly Service Charges

ISDN2 Service	\$73.95 per service
ISDN10 Service	\$355.00 per service
ISDN20 Service	\$710.00 per service
ISDN30 Service	\$1035.00 per service

Top International Destinations

Argentina • Croatia* • Italy • Singapore • Belgium • France • Japan* • UK
• Canada • Germany* • Netherlands* • USA • Chile* • Greece • New Zealand* • USA – Hawaii • China • Ireland* • Poland • Vatican City

*indicates a higher call rate to mobiles in that country

Critical Information Summary

Information about the service

• This is a standard PSTN telephone service. Call charges are in arrears, with line rental fees charged in advance. Rates shown are inclusive of GST. Available to Business customers with a valid ABN.

Information about pricing

A connection fee of \$0.02 applies to Long Distance, Calls to Mobiles and International calls. • A 2 minute standard National Call will cost: \$0.08 per minute plus \$0.02 connection fee = \$0.18 • A 2 minute standard Mobile Call will cost: \$0.28 per minute plus \$0.02 connection fee = \$0.56 • National calls and call to mobiles are timed calls are rated per minute and are billed per second.

• International calls are rated per minute and billed per block of 60 seconds. • For a full list of international pricing visit www.vonex.com.au • Rates apply 24 hours per day, 7 days a week. • International destinations marked * have a higher call rate to mobiles in those countries.

Other 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 • If you wish to contact Vonex in respect to a dispute, please email 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 0858 or online at www.tio.com.au



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