



Residential IP Voice

(Prices include GST)

\$20

Residential Standard
Plan IPR004

\$40

Residential Max
Plan IPR003

Local Calls	Included	Included
National Calls	Included	Included
Fixed to Mobiles	\$0.22 per minute	Included
Calls to 13/1300 Numbers	\$0.30 per call	\$0.30 per call
Monthly Plan Fee	\$20 per month	\$40 per month
International Calls	8 countries included \$0.20 untimed to 13 countries	15 countries included
Voice Box (Required) Retail: \$129.00 Promotion: \$69.00 (no delivery charge)	Included landline Countries: Canada, France, Germany, Ireland, Netherlands, Spain, UK and USA. 20c Countries include: China, Greece, Hong Kong, Israel, Italy, Malaysia, New Zealand, Norway, Portugal, Singapore, Sweden, Switzerland and Taiwan	Included landline Countries: Canada, France, Germany, Ireland, Netherlands, Spain, UK, USA, China, India, NZ, Italy, Vietnam, Philippines and South Africa

Critical Information Summary

Information about the service

This is an IP service which requires the purchase of the Vonex voicebox. • Plan fees are charged in advance on sign up a monthly bill is issued on the anniversary of the activation • Direct debit is mandatory, this can be via credit card or bank account only, with payments deducted 4 days after the email bill is issued • If a payment bounces the services will be suspended until payment is corrected. A \$10 fee may apply • Customers must have an ADSL2+ connection to use VonexVoice services. The quality of service may be affected by the internet connection, firewall and other matters outside of the control of Vonex • Calls to 1900, emergency calls, back to base alarms, fax services, and EFTPOS systems cannot be used with Vonex IP Voice • A new number will be issued to the customer, their current PSTN number cannot be ported to Vonex • Only the Vonex VoiceBox and a standard telephone are to be used to access the service • Available for Residential Customers only • Included components are subject to fair use policy located at www.vonex.com.au • If a service is disconnected, the recurring monthly access fee is charged until the end of the billing cycle in which the service is discontinued • An Early Termination Fee of \$120 remaining applies to services that are contracted and terminate the contract early • Vonex issues electronic invoices only • Prices and information are current as of 1st May 2011 • If a customer withdraws the Customer Service Guarantee Waiver (shown at www.vonex.com.au) Vonex is under no obligation to provide the Service requested.

Information about pricing

• The minimum monthly amount payable is \$20 or \$40 depending on the plan selected. • A two minute standard national mobile call on the \$20 plan is 44c • International calls are charged in 1 minute blocks • For full list of international call rates visit www.vonex.com.au

Other information

• Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or by contacting customer service on 1800 828 668 or emailing 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. • 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.



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