



IP Voice SME - Complete

Local Calls	Included
National Calls	Included
Fixed to Mobiles	Included
International Calls (Top 25 Destinations)	Included
Calls to 13/1300 Numbers	Included
Hosted iPBX	Included
Access/plan fee per extension	Included
Voicemail to email	Included

\$49.95

PER HANDSET
PER MONTH

99.9% Uptime
Guarantee

(Prices include GST)

Quality Assured Handsets



SNOM 710



SNOM 720



SNOM 760



YEALINK T42G



YEALINK T46G



YEALINK T48G



YEALINK W52P



SNOM MEETING POINT

A connection fee of \$39 per handset applies, unless a 24 month contract is agreed to.

SME IP Voice

Top 20 Destinations - Included

Top 20 Destinations include Canada, China, China mobile, Denmark, France, Germany, Greece, Hong Kong mobile, Ireland, Israel, Italy, Malaysia, New Zealand, Singapore, Singapore mobile, Spain, Sweden, Taiwan, United Kingdom, United States. All other countries per minute see www.itrinity.com.au. May not include mobiles or other non standard numbers to these destinations.

Hosted iPBX Features

Standard Features:

Ring groups, caller ID, auto attendant, hunt group, paging, call forward busy & no answer, DND, call park/pick up, music on hold. Voicemail (to email)

Optional Features:

Conference 'room': \$10 per month Complex (non standard) Hosted iPBX setup: \$10 per handset

Critical Information Summary - \$49.95

Information about the service

This is an IP Voice service which requires the outright purchase of approved IP handsets from Vonex or an Authorised Vonex Dealer. • Plan/Access fees are charged in advance on sign up, your monthly email bill is issued on the anniversary of activation • Direct debit is mandatory, this can be via credit card or bank account, with payments deducted 4 days after your email bill is issued • If payment bounces services will be suspended until payment is corrected, a \$10 fee may apply • An ADSL2+ connection is required for use of Vonex IP Voice services, the quality of service may be affected by the internet connection, firewall and other matters outside of the control of Vonex • Whilst calls to 000 can be made, the Vonex IP Voice service cannot be relied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Vonex IP Voice. • Only Vonex approved and supplied handsets (locked to Vonex) may be connected to the Vonex service • The main PSTN number may be ported to Vonex, a one off porting charge of \$30 per number or \$130 per 100 number indial range will apply, PLUS a monthly number hosting fee of \$55 per 100 indial number range. Your former carrier may also charge a 'porting out' fee. • This service is available for Business customers with a valid ABN with a maximum of 8 extensions for standard business usage. Not available for commercial or non standard business use, i.e. telemarketers or call centres • 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 • 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 • Uptime Guarantee: This applies if you have connected your service according to Vonex's minimum recommendations, which is with Quality Assured equipment (as shown on our hardware price list), a dedicated DSL2+ (minimum) connection for the IP traffic and our hosted iPBX configured by our inhouse team. The amount of downtime during a calendar month will be determined by our upline iPBX provider and does not include any scheduled maintenance our upgrade outages. If this is more than 0.01%, on application, we will credit you double the value of the time that was down dependent on the plan that you are on at the time of the outage. If your internet connection or local power supply is at fault this does not qualify. • Offer subject to the Vonex fair use policy, for full details visit www.vonex.com.au

Information about pricing

A connection fee of \$39 per handset applies, unless a 24 month contract is agreed to. The minimum monthly amount payable is \$49.95 per month per handset plus any additional features e.g. Twinning. • If a 24 month contract is agreed to the \$39 connection fee is waived and the total minimum charge per handset will be \$1198.80. If the phones are disconnected before the 24 month term expires, the early termination fee is equal to the number of months remaining times \$49.95 times the number of handsets. • International calls are charged in 1 minute blocks. • For full list of international call rates visit www.itrinity.com.au. itrinity has a number of 'blacklisted' countries that are not accessible due to known fraudulent call activity on IP phone lines please check the full international list on the website for details.

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 062 058 or online at www.tio.com.au

Contact your Vonex dealer

