

# PAY AS YOU GO

Not sure how frequent your calls might be and want to unlock all of the features of ONdesk? This 12 month plan is the plan for you.

**\$10**  
per plan  
per month

## ONdesk Lite Includes

- Phone number or new extension
- Voicemail to email
- Access to all the features of ONdesk
- One hunt group

### Affordable call charges

10c per local and national calls  
20c per minute for mobile calls  
25c for 13/1300 numbers  
20c for 15 minutes for 25  
international destinations



## Critical Information Summary : ONdesk Lite \$10 (non QBR 12 month)

### 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. No handset is included with this plan.

Minimum monthly charge payable: \$10 per extension/handset per month

Maximum charge for early termination: \$120

Minimum term applicable: 12 months

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:

It is required that handsets are purchased and supplied by Vonex for the ONdesk PAYG \$10 plan. Vonex retail hardware prices include the programming of the hardware to the Vonex ONdesk service.

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.

### Important Conditions:

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. Calls to 13/1300 25c per call, International calls (top 25 destinations) 20c for 15 mins, International calls are charged in 1 minute blocks.

If the Vonex Phone mobile app is selected to couple with a handset, an additional \$5 per month is charged commencing after 6 months of activation.

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.

### Early termination charges:

If you cancel the service before the end of the contract term of 12 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 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](http://www.vonex.com.au) or contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto: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](mailto: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](http://www.vonex.com.au) for full terms and conditions. This summary is valid as of January 2020.

**Phone: 07 5661 9128**

**Visit Us: [Cursa.com.au](http://Cursa.com.au)**

