

# WORK SMARTER IN THE CLOUD

With the traveller plan, ONdesk can be accessed by the Vonex app on your computer, laptop, mobile or tablet device. When making and receiving calls from the app it will appear as though you are at your office using your extension as normal.

## ONdesk Traveller Includes

- Local/National calls
- Calls to Mobile
- Access to the Hosted PBX
- Voicemail to Email
- Hunt Group

**Have your business phone system  
up and running in hours.**

**\$20**  
per month

Total Minimum cost \$240  
per extension over 12  
month contract



## Critical Information Summary : ONdesk Traveller \$20

### 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. Software is required to be downloaded onto your mobile device or computer to access this service. No handset is supplied with this plan.

Minimum monthly charge payable: \$20 per extension per month

Maximum charge for early termination: \$240

Minimum term applicable: 12 months

The internet service may be supplied by any service provider. Each 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 software is downloaded as provided by Vonex for the ONdesk Traveller \$20 plan.

Direct Debit is required before provisioning of the service. 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, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group.

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

This plan is not available for telemarketing, call centre function or other similar uses.

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

### 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 February 2020.

**Phone: 07 5661 9128**

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

