



- ✓ Free 5G WiFi modem , preconfigured to plug & play
- ✓ All of your services, including handset rental on one bill
- ✓ Better support on our network

## NBN50 OPTIONS

**\$70**

LITE  
NBW052P

This is for the budget conscious customer. It's the cheapest but will be the most affected during peak times.

**\$80**

EXECUTIVE  
NBN056P

An upgraded service providing a more consistent experience and better speeds during peak times.

**\$90**

PREMIUM  
NBN060

This is our flagship NBN product where quality internet is the priority, which means faster speeds all of the time.

**FREE  
MODEM**

TP-LINK ARCHER  
VR1600v

Typical Average speed is 47.4Mbps during business hours (9am- 5pm AEST)



## Critical information summary

### Information about the service

These plans are an internet service that is provided over the National Broadband Network (NBN). It is available in NBN enabled areas only. The minimum term contract for this service is 24 months. The expected time frames for connections are 7 business days where infrastructure is in place, or 35 business days for available infrastructure. These plans all included unlimited downloads. The interface speed is the maximum expected speed of the fibre technology at the customer's premises. This speed will be affected by many factors that include the number of end users, the hardware, the software being used and the connection method. Standard installation is included with your plan and is provided to the first telephone point on your premises with a suitable router. A 240 volt power supply is required and it is the customer's responsibility to ensure this is available. In the event of a power outage your services will not work unless you maintain a back-up battery. If you install an NBN service you will not be able to move back to a fixed line copper service. All customers will be set up on direct debit via credit card or bank account only, with payments deducted 4 days after your email bill is issued. The connection fee (if applicable) is a one off charge and will be applied to your first invoice.

### Information about pricing

Minimum monthly charges for each plan are: NBN052P-\$70, NBN056P-\$80, NBN060P-\$90. The minimum total costs on a 24 month contract are NBN052P-\$1,680, NBN056P-\$1,920, NBN060P-\$2,160. Early Termination fee=\$10 per month times the remaining months in the contract term.

### Other information

•Up to date usage of the service can be obtained by contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au). •If you wish to contact Vonex in respect to a dispute, please email [helpdesk@vonex.com.au](mailto: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](http://www.tio.com.au).

Contact your Vonex dealer



Phone: 0419908344  
Email: [bradd@electronica.net.au](mailto:bradd@electronica.net.au)