



With you, wherever you go

The Vonex Link Phone is an App that once installed operates like your desk phone but on your computer, laptop, mobile or tablet device. Same extension number, same phone number. When you use your *Link* Phone it will appear to the recipient you are calling from your desk phone and you will receive calls to your extension as normal. It is a great alternative for your standard desk phone and offers great roaming flexibility.

Easy to setup, the Vonex Phone is available from both Google Play & Apple App stores.



\$25 per month to work smarter

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

Total Minimum cost \$900 per extension over 36 month contract

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. • 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 Our Authorised Partner



Phone: 0419908344
Email: bradd@electronica.net.au