



| TERM | PSTN | | ISDN | | | | |
|---------------------------------------|------------------------|------------------------|------------------------------------|------------------------|--|----------------|--------------------------------|
| | 12 MONTH | 24 MONTH | 12 MONTH | 24 MONTH | | | |
| Line Rental | \$35 (PNO13) | \$33 (PNO14) | \$70 (PNO43) | \$66 (PNO44) | | | |
| Total minimum cost | \$420 | \$792 | \$840 | \$1584 | | | |
| Standard call rates/inclusions | | | | | | | |
| Local calls | | 11c/call | | 11c/call | | | |
| National calls | | 8c/min | | 8c/min | | | |
| Calls to mobile | | 19c/min | | 19c/min | | | |
| 13/1300 numbers | | 44c/call | | 44c/call | | | |
| Other services | | | | | | | |
| Line Hunt | Message Bank | ISDN Aux Number | ISDN DID service (per 100 Numbers) | Calling Number Display | Calling Line Identification Presentation | CLIP 2M Access | Number Held for Call Diversion |
| \$5.88 | \$7.07 | \$5.19 | \$64.83 | \$7.07 | \$10.89 | \$21.80 | \$29.41 |

All rates include GST. Per minute rates are billed per second.
Early termination fee is \$10 per month per PSTN service or \$20 per ISDN2 service.

Critical Information Summary

Information about the service

This is a standard PSTN/ISDN telephone service. Call charges are in arrears, with line rental fees charged in advance. Rates shown are inclusive of GST. Available to Business customers with a valid ABN. These plans are only available on a 12 or 24 month term.

Information about pricing

The minimum monthly charge is the monthly line rental fee. The minimum monthly charge is therefore: PNO13-\$35, PNO14-\$33, PNO43-\$70, PNO44-\$66. The total minimum cost of each plan over the contract period is: PNO13-\$420, PNO14-\$792, PNO43-\$840, PNO44-\$1584. A 2 minute standard National Call will cost: \$0.16c. A 2 minute standard Mobile Call will cost: \$0.38c. National calls and call to mobiles are timed calls are rated per minute and are billed per second. A connection fee of \$0.02 applies to International calls and are timed per second. For a full list of international pricing visit www.vonex.com.au. Rates apply 24 hours per day, 7 days a week.

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