Business Phone Plans - Inbound Services

VONEX
always on

LOCAL

NATIONAL

MOBILE TO FIXED

MOBILE TO MOBILE

FIXED TO MOBILE

MONTHLY BOUND S VICE FE

13/1300 Plans

Call type	Charge type	No contract	24 month contract
Local (1300) Free for first 15 minutes then	per min	$0.08	$0.06
National	per min	$0.12	$0.08
Mobile to Fixed	per min	$0.16	$0.12
Fixed to Mobile	per min	$0.34	$0.29
Mobile to Mobile	per min	$0.34	$0.32
Monthly inbound service fee	per month	$16.00	$13.00

1800 Plans

Call type	Charge type	No contract	24 month contract
Local	per min	$0.08	$0.07
National	per min	$0.12	$0.10
Mobile to Fixed	per min	$0.18	$0.16
Fixed to Mobile	per min	$0.40	$0.38
Mobile to Mobile	per min	$0.40	$0.38
Monthly inbound service fee	per month	$16.00	$13.00

Other charges

Connection of new 1300/1800 service	$0.00 per service
Porting of existing 1800/13/1300 to Vonex	$0.00 per service
Government Levy – 13 services only	$981.01 per month
Number Reservation Charge	$16.50 for 30 days
Simple Moves and Changes	$22.00 per change

Critical Information Summary

Information about the service

This is an inbound 1300 or 1800 service. Call charges are in arrears, with line rental fees charged in advance. Available to Business customers with a valid ABN. Rates shown are inclusive of GST.

Information about pricing

The minimum monthly amount payable is the Inbound Service fee. For the INB001 and INB003 this is $16.00 for INB002 and INB004 is $13.00 per month. A 2 minute standard National Call to a fixed PSTN answering point will cost: on INB001 $0.24, INB002 $0.16, INB003 $0.24, INB004 $0.20A 2 minute standard Mobile Call to a fixed PSTN answering point will cost: on INB001 $0.32, INB002 $0.24, INB003 $0.36, INB004 $0.32A 2 minute standard National Call to a mobile answering point will cost: on INB001 $0.68, INB002 $0.58, INB003 $0.80, INB004 $0.76A 2 minute standard Mobile Call to a mobile answering point will cost: on INB001 $0.68, INB002 $0.64, INB003 $0.80, INB004 $0.76All calls are timed calls are rated per minute and are billed per second. A minimum call charge applies to INB003 of $0.08 per call and on INB004 $0.07 per call.

Other information

• Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or by contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au. The usage may be delayed by up to 48 hours. • 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 your Vonex dealer