



VONEX



\$9.95  
per month

# We've reinvented the Home Phone with our Home Saver

Move your home phone into the cloud. Our next generation telephone service brings more features and flexibility to your landline.

- ✓ Local & national calls included
- ✓ No lock in contract



Ask us about our hardware options →

An IP Voice Handset or ATA adapter is required to connect to the cloud. All Vonex-supplied nbn™ modems come with built-in ATA adapters.

## Critical Information Summary → Cloud Home Phone

### Description about the service

This is an IP based voice telephony service that allows the user to make or receive one call at a time. This service requires a VoIP capable hardware or software to operate. While no handset is included with this plan, you have the option of purchasing compatible hardware from Vonex. These plans are meant for residential customers only and are not eligible to be used by businesses.

Plan	Loyalty Saver	Home Saver	Aussie Hero	Global Hero
Minimum monthly charge (per user/extension)	\$5	\$995	\$1995	\$2995
Contract Term	No contract			
Connection fee (per user/extension)	N/A			
Maximum charge for early termination	\$5	\$995	\$1995	\$2995

### Pricing Information

Call Charges			
Local / National	10¢ per call	\$0	
Std Australian Mobile	25¢ per min, billed per min increment	20¢ per min, billed per min increment	\$0
13 / 1300	25¢ per call		
International	<a href="#">Standard Vonex International Call Rates ↗</a>		Free to select countries* <a href="#">Standard Call Rates</a> to other countries
Other Charges			
Fixed number (DID) hosting fee	Hosting fee of one number (new or ported) included in plan fee \$2 per number per month for any additional number		
Porting fee	\$30 per number (DID)		
Auto-diversion	Diverted calls get charged the standard outbound call rate as per your selected plan Divisions not allowed to international destinations		

### Prepaid Service Conditions

The service is offered on a prepaid basis with top up by credit card or debit card only. Call credits of a minimum of \$5 must be maintained on your account above the monthly plan fee. Auto top-ups of \$5 will be transacted every time your call credits (account balance) falls below \$5. As you use the service, we will deduct credits from call credit balance to pay the charges you incur.

As this is a prepaid service no invoice will be sent to you. However, you can find your monthly invoice and call details in your online portal. The portal will also allow you to make extra payments any time. If you have any questions, please log a ticket with our helpdesk.

If within 14 days of your bill cycle ending, you do not pay the plan fees and your account call credit is less than the required minimum of \$5, the services associated with the account will be cancelled and you will lose your number/s. When you close your account, any call credits on your account will not be refunded back to you.

Direct Debit by credit card or debit card is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. Your bill will be calculated at the start of each month, at which time the direct debit will be transacted for the total amount due plus the required \$5 in call credits.

### 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

You will need a compatible hardware or software to use this service. While you are free to bring your own device and use it with the credential supplied by Vonex, we offer ATA adapters (to be used with traditional telephony devices) and preconfigured IP voice phones (which are plug-and-use) to use with this service. If you choose to use Vonex supplied nbn™ service with included modem/router, they come with build in ATA adapters. All the above Vonex supplied options are not included in this plan and would need to be purchased separately. You are required to pay for devices before they can be shipped.

## Important Conditions

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order. Whilst 000 calls can be made most services using internet, it may not work during a power outage. This means you may be able to call 000 during 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 this IP Voice service.

## Early Termination Charges

While there are no early termination fees, you will be charged in advance for using the service. You will not be refunded the advance payment for cancellations made in-between a billing cycle.

## 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 **1300 731 048** or emailing [residential@vonex.com.au](mailto:residential@vonex.com.au).

## Enquiries, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us on **1300 731 048**, or email [residential@vonex.com.au](mailto:residential@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 062 058** 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 December 2022.

\*Selected countries for international calls. The numbers included from free calls are fixed landline numbers, unless stated: Argentina, Bangladesh, Bangladesh mobile, Brazil, Canada, Chile, Chile mobile, China, China mobile, Colombia, Croatia, Czech Republic, Denmark, France, Germany, Germany mobile, Greece, Hong Kong, Hong Kong mobile, Iceland, Iceland mobile, India, India mobile, Ireland, Ireland mobile, Italy, Japan, S Korea, S Korea mobile, Malaysia, Malaysia mobile, Norway, Peru, Peru mobile, Portugal, Romania, Sweden, Switzerland, Singapore, Singapore mobile, Taiwan, Thailand, Thailand mobile, Turkey, UK, UK mobile, USA, Venezuela.

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