



NBN BUNDLE PROMOTION

When ONdesk or ONsip products are bundled with our four NBN plans, Vonex customers will enjoy special pricing. Enjoy reduced monthly internet costs a solution which will keep up with the speed of your business.

\$70
per month

Standalone pricing \$80

LITE NBN25

Total minimum cost is \$840
PLAN CODE: NBN25Bundle

This is for the budget-conscious customer. Expect a typical average speed during business hours (9am to 5pm AEST) of 24.1 megabits per second. It isn't the fastest but certainly great value.

\$75
per month

Standalone pricing \$90

BUSINESS NBN50

Total minimum cost is \$900
PLAN CODE: NBN50Bundle

At a typical average speed of 47.4 megabits per second during business hours (9am to 5pm AEST). This is a solution offering a significant speed upgrade over most ADSL connections, perfect for busy businesses.

\$100
per month

Standalone pricing \$120

PREMIUM NBN100

Total minimum cost is \$1200
PLAN CODE: NBN100Bundle

This is best suited to those needing to download and upload hefty files, or maintain multiple streams. Expect a typical average speed of 83.4 megabits per second during business hours (9am to 5pm AEST).

\$130
per month

Standalone pricing \$150

PLATINUM NBN250

Total minimum cost is \$1,560
PLAN CODE: NBN250Bundle

This is our flagship product where quality internet is the priority, that means faster speeds all the time. Expect a typical average download speed of 223 megabits per second when you connect your business to this seriously quick NBN plan during business hours (9am to 5pm AEST).

\$10
upgrade
per month

Keep connected
with our 4G
backup service

Additional Hardware Required*

FREE
Modem

with 12 month
contract



13 VONEX

vonex.com.au

Critical Information Summary: NBN25Bundle/NBN50Bundle/NBN100Bundle/NBN250Bundle - 12 Months

Description about this service:

The Internet service is provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas.

Minimum Monthly Charge Payable: \$70 Standard NBN/\$80 NBN 4G backup/\$75 Standard NBN/\$85 NBN 4G backup/ \$100 Standard NBN/ \$110 NBN 4G backup/ \$130 Standard NBN/ \$140 NBN 4G backup per month depending on plan selected.

Maximum charge for early termination: \$420 Standard NBN/\$530 NBN 4G backup/\$450 Standard NBN/\$560 NBN 4G backup/\$600 Standard NBN/\$710 NBN 4G backup/ \$780 Standard NBN/\$890 NBN 4G backup depending on plan selected.

Minimum term applicable: 12 months

*4G backup requires an upgraded modem for \$50 charged to your first account.

Bundling arrangements:

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:

Direct debit is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer direct debit payments of bills are deducted 4 days after your email bill is issued.

Important Conditions:

If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). A 240 volt power supply may be required to power the equipment. In the event of a power outage, your services will not work unless you maintain a back-up battery. Where there is no available copper line available for an FTTN new connection, a new copper phone line will need to be connected. The standard charges of \$299 will apply. Fee when a fault raised to the Carrier is not found on the Carrier's Network \$150.00. Greenfields Installation Fee (Per Service Location) \$272.72. Subsequent Installation (including new Copper Pair) \$270. Late Cancellation of Appointment or Missed Appointment \$750.

For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier, we will inform you and offer you alternative options.

Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Vonex supplied modem is supplied with the service, is pre-configured and customer self installed. For 4G backup solutions the 4G Backup provides an alternative Internet connection (max. speeds up to 5Mbps) in the event of your nbn failing. This is a basic service to ensure your critical services may still run during any downtime. Check the 4G backup FAQ's on our website for more details.

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental, multiplied by the remaining months of the contract will be payable to Vonex.

Usage 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.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email helpdesk@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 for full terms and conditions. This summary is valid as of May 2022.

Contact your Channel Partner