



Assure Add-on for secure business connectivity

Our 4G failover add-on switches you to an alternative internet connection during dropouts so you can continue working as if nothing happened. With cyber protection and built-in static IP, it's our most reliable backup service, fit for every situation.

- ✓ Static IP, Private APN & Network level monitoring
- ✓ Unlimited data
- ✓ Unrestricted speeds



The product is available as an add-on with any of the fixed-line data service provided by Vonex, including nbn™, nbn™ Enterprise Ethernet, Fibre 400 / 1000, etc.

You choose a 4G back-up capable hybrid modem/router supplied by Vonex to replace the standard modem supplied with the nbn™ service. The device fee depends on the terms of your contract; see over for details.

Critical Information Summary → **Assure Add-on**

Description about the service

This is an add-on service that works as a failover or backup to your Vonex supplied internet service via 4G mobile network. This service is enabled through the Optus network and is available where Optus 4G network is available.

Contract Term	No Contract	12 months	36 months	48 months
Minimum monthly charge	\$80			
Maximum charge for early termination	\$0	\$480	\$1,440	\$1,920

This add-on service can be purchased at no contract (0 months) or match the contract length of the accompanying data service.

Product Features

The product is available as an add-on with any of the fixed-line data service provided by Vonex, including nbn™, nbn™ Enterprise Ethernet, Fibre 400 / 1000, etc.

Speed	No speed limitation enforced. The max speed is the max speed available on the network
Data	Unlimited
Static IP Address	Yes
Network	Private APN (access point name)
Security	Network level monitoring, including network level DDoS (distributed denial of service) protection

Bundling Arrangements

This service requires an accompanying Vonex fixed-line internet service to work. If you disconnect your mandatory accompanying service, you may continue getting charged for this service. Use of the Vonex supplied and configured 4G backup capable hybrid modem/router is required for the service, details of which can be seen below.

We also provide other telco services that can be included on one bill. Please contact us for further information.

Hardware

You have the flexibility of choosing an appropriate 4G back-up capable hybrid modem/router supplied by Vonex with this service. If you are purchasing this service to complement a Vonex supplied nbn™ service, the device supplied with this offering will replace the standard Vonex modem supplied with the nbn™ service.

On no contract plan, you would have to pay for the device upfront. On contracted plans (12 / 36 / 48 mth plans), the device fee is charged in equal monthly instalment over terms of the contract. At end of the contract term, the device repayment will stop.

Contract Term	No Contract	12 months	36 months	48 months
Maximum discount	No discount	\$100	\$200	
Upfront charge	100% of device cost	N/A		
Monthly device charge	N/A	(device price – discount) / contract length		

Example: If price of a Vonex 4G backup modem is \$327. You would pay the following fee on various contract terms:

Contract Term	No Contract	12 months	36 months	48 months
Upfront charge	\$327	\$0		
Monthly device charge	\$0	$(\$327 - \$200) / 12$ = \$18.92	$(\$327 - \$200) / 36$ = \$3.53	$(\$327 - \$200) / 48$ = \$2.64

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 Condition

Assure failover is only to be used during an event of accompanying data service outage or service fault. Vonex reserves the right to suspend the backup service if a breach of this usage is detected or if a fault has not been logged within 1 business day. The SIM card will not be activated until the accompanying data service installation is complete and activated. This service is not to be used for load balancing or bonding.

Early Termination Charges

If you cancel the service before the end of the contract term, a fee of 50% of the monthly plan fee, multiplied by the remaining months of the contract will be payable to Vonex. At the end of the contract term the Vonex monthly charges will continue at the same rate.

In case of service cancellation between the contract, you are required to pay the outstanding balance of your hardware repayment.

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 our 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 March 2023.

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All prices mentioned are inclusive of GST