

# lineshare

## A scalable cloud phone system for fast growing businesses

Our Lineshare plans are designed to match your organisation's supply and demand efficiently through sharing a preselected number of phone lines across any number of handsets. This means you can keep all of your employees' numbers active, while only paying for the phone lines that you actually use. It's the intelligent way to communicate.

### Standard

This plan is for teams who have a low out-bound call volume and only want to pay for the small amount of calls they make.

- Local/national call inclusions increase with the number of lines connected. Additional calls 10c per local/national call
- 25c per min for mobile calls
- 25c per call for 13/1300 calls
- 20c for 15 min for top 25 international destinations

### Plus

With a healthy amount of included local/national/mobile calls, this plan is ideal for businesses that still want to pay as they go and have moderate usage.

- Local/national/mobile call inclusions increase with the number of lines connected. Additional calls 10c per local/national call and 25c per minute for mobile calls
- 25c per call for 13/1300 call
- 20c for 15 min for top 25 international destinations

### Unlimited

This plan is best suited to those constantly making outbound calls and don't want to worry about monthly bill fluctuations.

- Unlimited local/national/mobile calls
- 25c per call for 13/1300 calls
- 20c for 15 min for top 25 international destinations

✓ **Free softphone with every handset ordered**

Proud partner of

**BUSINESS REWARDS** 

**^Earn Qantas Business Rewards for your business with every \$1 you spend on 36-month Lineshare plans.**

Plus between now and June 30th 2022 we are offering bonus points for each plan connected. See website for details [vonex.com.au/qantas-points](https://vonex.com.au/qantas-points)

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## Monthly Rate Sheet

	2 Lines	4 Lines	8 Lines	12 Lines	20 Lines
<b>Standard</b>  <b>Bonus Qantas Points</b> 36 month plans only	<b>\$50</b> 250 Local / National calls included  5000	<b>\$100</b> 500 Local / National calls included  10,000	<b>\$180</b> 1000 Local / National calls included  18,000	<b>\$240</b> 1500 Local / National calls included  24,000	<b>\$350</b> 2000 Local / National calls included  35,000
<b>Plus</b>  <b>Bonus Qantas Points</b> 36 month plans only	<b>\$99</b> 250 Local / National/ Mobile calls included  9,900	<b>\$167</b> 500 Local / National/ Mobile calls included  16,700	<b>\$255</b> 1000 Local / National/ Mobile calls included  25,500	<b>\$385</b> 1500 Local / National/ Mobile calls included  38,500	<b>\$580</b> 2000 Local/ National/ Mobile calls included  58,000
<b>Unlimited</b>  <b>Bonus Qantas Points</b> 36 month plans only	<b>\$130</b> Unlimited Local / National/ Mobile calls included  13,000	<b>\$220</b> Unlimited Local / National/ Mobile calls included  22,000	<b>\$400</b> Unlimited Local / National/ Mobile calls included  40,000	<b>\$540</b> Unlimited Local / National/ Mobile calls included  54,000	<b>\$900</b> Unlimited Local / National/ Mobile calls included  90,000

### Critical Information Summary

#### LineShare Standard / Plus / Unlimited

##### Description about this service

This is an IP based voice telephony service that is supplied over a fixed broadband internet service and a wired ethernet port that can be used to make national and international calls. No handset is included with these plans.

##### Minimum monthly charge payable

2 lines	Std \$50, Plus \$99, Unlimited \$130
4 lines	Std \$100, Plus \$167, Unlimited \$220
8 lines	Std \$180, Plus \$255, Unlimited \$400
12 lines	Std \$240, Plus \$385, Unlimited \$540
20 lines	Std \$300, Plus \$580, Unlimited \$900

##### Maximum charge for early termination

50% Monthly Fee x Contract Term + Connection fee

Example: 2 Lines Unlimited, 36 month  
 $50\% \times \$130 \times 36 + 0 = \$2340$

##### Minimum term applicable

0, 12, 24 and 36 month terms available.

### Connection fees

Connection fees apply for zero month contracts:

2 lines	\$50
4 lines	\$100
8 lines	\$200
12 lines	\$300
20 lines	\$300

The internet service may be supplied by any service provider. Each handset extension requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Call quality may be affected by the internet connection, firewall, hardware or other matters outside the control of Vonex. Whilst 000 calls can be made most services connected to the NBN network won't work during a power outage. This means you won't be able to call 000 in 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 the voice IP Voice service.

### 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

It is required that handsets are purchased and supplied by Vonex for LineShare plans. Vonex retail hardware prices include the programming of the hardware to the Vonex LineShare service. Direct Debit is required before shipment of phones. 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 may be deducted 4 days after your email bill is issued.

## Important Conditions

The monthly plan fees include: a phone number, calls as specified in the plan, voicemail-to-email, programming of all standard features of our hosted PBX, one hunt group and a free Vonex Phone mobile app for each handset purchased. This plan is not available for telemarketing, call centre function or other similar uses.

Additional charges; complex programming (more than one IVR or Huntgroup) \$10 per handset, Porting in \$30 per number or \$130 per 100 indial range plus \$55 per month hosting of a ported indial range. International calls are charged in 1 minute blocks. Calls to 13/1300 25c per call. International calls (top 25 destinations) 20c for 15 mins. Additional softphone free for 6 months, \$5 per month thereafter.

## Early termination charges

If you cancel the service before the end of the contract term you will be charged the remaining months of the contract times 50% of the minimum monthly charge. At the end of the contract the Vonex monthly charges will continue at the same rate.

## 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 **1800 828 668** or emailing [helpdesk@vonex.com.au](mailto: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](mailto: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](http://www.vonex.com.au) for full terms and conditions. This summary is valid as of January 2022.

## Contact your local Channel Partner



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