

Critical Information Summary

Vonage Business Cloud

Information about our service

Service Description

Vonage Business Cloud (VBC) is a business voice telephone service accessed via a mobile, tablet or desktop application or on a Vonage IP handset, connected to any fixed or mobile broadband service.

Availability

VBC requires a fixed or mobile broadband service connected to the internet. If you choose to use a Vonage IP handset, then you will also need a wired ethernet port. Each call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimum quality. The mobile app data consumption will vary from call to call, however as a guide, 1 hour of talk time may use approximately 90kb of mobile data. If you use the mobile app outside of Australia, international data roaming charges may apply.

Eligibility

Businesses of any size are eligible to use the VBC service, provided they supply a registered ABN, ARBN, or ACN. This service is not to be used for telemarketing, call centre functions and similar uses. This service is not available for residential use.

Equipment Needs

VBC supplies a mobile and tablet application (iOS & Android) which is accessible via www.vonage.com.au/downloads or a relevant app store. A desktop application is available for MAC or Windows devices. IP handsets are also available for purchase for an additional cost.

Minimum Term

The VBC service has no lock in contracts. You can terminate your VBC service any time, giving 30 days' notice by completing the "End of service" webform on Vonage portal – www.vonage.com.au/endservice.

If you elected to purchase IP handsets provided by Vonage, then you must pay any remaining installments at the time of completing the "End of Service" form.

Exclusions

Calls to 19/1900 numbers are not supported on VBC.

Information about Pricing

All pricing provided in the pricing table is exclusive of GST. This pricing table is a summary and does not include any promotion that may be available from time to time. Check out www.vonage.com.au/plans for our latest promotions.

	Lite	Smart	Best
Service Set Up	\$100#	\$100#	\$100#
Minimum Monthly Fee*	\$15	\$30	\$40
Calls to Australian Landlines	15c p.min	Included	Included
Calls to Australian Mobiles	25c p.min	25c p.min	Included
Calls to 13/1300	38c p.call	38c p.call	Included
World Option – Included calls to over 60 Countries	Not Available	\$10.00/per month	\$10.00/per month
International Calls	Select country to view rates	If World Option does not apply select country to view rates	If World Option does not apply select country to view rates
VBC to VBC calls	No charge	No charge	No charge
Additional Features			
Call Recording on Demand	Not Available	\$5 per month	Included
CRM Integration	Not Available	\$10 per month	Included

This is the standard Service Set Up fee, which excludes any promotions which can be found at www.vonage.com.au/plans

* Minimum monthly fee is your monthly plan fee

Group Features

These features apply to all users across the account, irrespective of location. To understand the benefit of these features visit www.vonage.com.au/features

[Call Monitoring](#) - \$ 20 per month (ex GST)

[Call Recording \(all users\)](#) - \$ 20 per month (ex GST)

Handsets

You may choose to add a Vonage supplied IP handset to your Vonage Business Cloud services. You have the option to purchase IP handsets outright upon sign up or, except as indicated in the table below, elect to pay a small upfront amount and pay the remaining balance over 21 equal monthly installments – known as Monthly Repayment Option. Either way, the phones are owned by you, the customer, and would not be returned if you terminate your VBC service.

Phones	Outright Purchase (ex GST)	Monthly Repayment Option (ex GST)	
		Upfront (at Sign Up)	21 equal monthly Installments (Starts on 2nd invoice)
Panasonic Cordless DECT & Base Station	\$170	\$24	\$8
Polycom VVX250	\$200	\$30	\$10
Polycom VVX350	\$250	\$36	\$12
Polycom VVX450	\$290	\$42	\$14
Expansion Module - Side Car (only connects to VVX 450 handset)	POA	Not Applicable	Not Applicable
Polycom Conference Phone – IP 5000	\$730	Not Applicable	Not Applicable

Billing

A monthly bill will be emailed around the 7th day of each month, containing charges from the previous calendar month. All [Plan & Feature service charges](#) are billed in advance and all usage-based charges, plus any other associated service charges applicable, will be billed monthly in arrears. Your first bill will show a pro rata amount for the [Plan & Features service charges](#). This is calculated from the service activation date to the end of that month and then the following month's service charges.

Payment is required to be made by a direct debit from a valid credit card or nominated bank account.

Payment by American Express will attract a surcharge of 3.6% + \$0.33.

Other Information

Customer Support

If you require assistance with your VBC service, want to make a change or see what features might benefit your business, then let's get you connected to the right source of information:

- Vonage Business Cloud Portal – To make changes, activate features or reset passwords connect to app.vonage.com
- External Knowledge Base – find lots of “how to” guides, tips and support on our comprehensive External Knowledge Base at businesssupport.vonage.com.au
- Customer Support Team – log a case with our support team at www.vonage.com.au/case/ or call the team 24/7 on 1300 10 81 84

Customer Complaints

We value our customers and also seek to ensure they get the best experience. However, if you are not satisfied with the service provided, contact our Vonage Support team to resolve your complaint – email complaints@vonagebusiness.com.au or call 1300 10 81 84.

If you are still not satisfied with the outcome provided by the Vonage Support team, you can seek assistance from the Telecommunications Industry Ombudsman (TIO) – call 1800 062 058 or visit www.tio.com.au.

Want to know all the details, then visit www.vonage.com.au/terms_of_service to review the full terms of service provided by Vonage for your VBC service.



Level 9, 401 Collins St, Melbourne

Sales: 1300 10 81 81

Support: 1300 10 81 84