

## Critical Information Summary

### Information about the service

#### The Service:

Hosted Voice is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Trusttel or by another service provider.

#### Connectivity

To access the Service, you may need a dedicated fixed line broadband Internet connection, such as NBN, ADSL 2+ or SHDSL.

#### Mandatory components

You may need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

#### Minimum Term

The service is a 24 month agreement. Cancel anytime with 1 months written notice.

#### Important conditions

Trusttel plans provide you with a SIP PBX license with access to all standard PBX features. If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. TrustTel plans do not support 19/1900 numbers calls, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. Hosted Voice is not available for telemarketing, call centre function and similar uses. If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing. We will bill you in advance for the minimum monthly charge and features, and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.

### Call Bundle Plans

Plan	Price	Setup Charge	Inclusions	Optional Extras
PBX Phone License (per line)	\$70	<p>Connection fees- \$110 per channel includes simple number port (1 number)</p> <p>Complex number porting additional \$110 per customer (up to 5 numbers)</p> <p>Complex number porting additional \$220 per customer (100 + numbers)</p>	<ul style="list-style-type: none"> <li>PBX access license</li> <li>Unlimited standard, local, national calls and calls to mobiles</li> <li>Included calls to 1800 numbers</li> <li>Maintenance and Support</li> </ul>	<ul style="list-style-type: none"> <li>Calls to 13/1300 numbers and calls to international destinations not included</li> <li>\$20 – 10 Number Block</li> <li>\$50 – 100 Number Block</li> <li>\$10 – Line Hunt</li> <li>\$20 – Failsafe Pack - includes automatic call diversion and a 4G backup delivered in 24 hours.</li> </ul>
Analogue Device License	\$20	<p>\$99 for Cisco SPA 112 Adaptor</p> <p>\$110 per number ported</p>	<ul style="list-style-type: none"> <li>Fax/Analogue Access license</li> <li>Untimed calls charged at 10c per call</li> </ul>	<ul style="list-style-type: none"> <li>Fax or Analogue Equipment per call</li> </ul>

\*All prices quoted are inclusive of GST and are billed monthly (excluding setup costs which are one off)

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### Information about pricing

#### Minimum monthly charge:

Please refer to table on first page for pricing information.

#### Early termination charges

There is no early termination charge, simply pay the 30 days notice period required upon cancellation of your service.

### Other information

#### Usage information:

You can monitor your usage at [selfcare.connectyou.net.au](http://selfcare.connectyou.net.au) using the login details provided to you

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling *1300 967 108* or by sending an email to [service@trusttel.com.au](mailto:service@trusttel.com.au) if you have any questions, would like to give feedback or complain.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem 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:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.