

## Critical information summary for your business SIP trunks plan

**Service to be provided:** Allows businesses to adapt their legacy in-house phone systems to connect to the internet, so they operate as a VoIP system.

**Minimum monthly Charge:** \$19.90 - \$109.90 (plus  
**Maximum monthly Charge:** \$109.90 (plus calls Intl/13 numbers)

**Early termination Max Charge:** \$0.00

**Minimum term applicable:** 1 Month

### Information About the Service

#### **The service:**

This service uses SIP (Session Initiation Protocol). SIP is a protocol used in VoIP (Voice Over IP) communications allowing users to make and receive phone calls over the internet.

To have access to this service, you will need a fixed line broadband internet connection such as NBN broadband connection. You will need a static IP address, and IP enabled PBX and may need extra hardware depending on your requirements e.g. Router/modem, switches, handsets.

TelcoHQ recommend that the service be accessed with approved hardware, using a ethernet or NBN service supplied by us to our specifications.

#### **Whats included and excluded?**

Inclusions depend on the plan you choose:

Plan	Small	Medium	Large
<b>Calls to local</b>	12c per min	Included	Included
<b>Calls to national</b>	12c per min	Included	Included
<b>Calls to Mobile</b>	20c per min	included	Included
<b>Calls to '13' numbers</b>	44c per call	44c per call	44c per call
<b>International</b>	N/A	N/A	N/A

#### **Bundling:**

This service is not conditional on any bundling arrangements, but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

#### Information About Pricing

#### **Minimum monthly charge:**

Plan	Small	Medium	Large
<b>Minimum monthly charge</b>	\$9.95	\$29.95	\$54.95
<b>Total Minimum charge for 2 channels</b>	\$19.90	\$59.90	\$109.90

#### **Early termination charges:**

There is no early termination fee (ETF) associated with this plan.

#### **Connection Charges:**

There is no connection charge associated with this plan.

#### Other Information

#### **Equipment:**

An IP enabled PBX is required to use this plan. This is not included in the plan. For more information on recommended IP PBX systems please call us on **1300 193 299**.

#### **Billing:**

We will bill you in advance for the minimum monthly charge and features. 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. TelcoHQ is committed to reducing our environmental footprint and our standard method for bill delivery is email. It is free to receive your monthly bill via email. A print bill charge of \$3 applies to printed bills.

### Spend management:

A spend management tool is available to all TelcoHQ customers free of charge via the member portal at:

<https://telcohq.com.au/log-in/>

For instructions on how to access the member portal please check out the relevant article on our knowledgebase at <http://www.telcohq.com.au/help> or call our support team on **1300 193 299** for further assistance.

### We are here to help:

If you have any questions, just call us on **1300 193 299** so we can serve you better. Or you can visit us at [www.telcohq.com.au](http://www.telcohq.com.au) for additional information, including to access information about your usage of the service.

### Complaints:

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.telcohq.com.au/policies](http://www.telcohq.com.au/policies) and clicking on 'Complaint Handling Policy'.

If for some reason you are not satisfied with the service received, 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 we are unable to resolve your issue to your satisfaction, you can also contact the Telecommunications Industry Ombudsman.

### Telecommunications Industry Ombudsman (TIO):

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 Aug 2020.