

## Critical Information Summary

### *Business SIP Trunk Ultimate-28Lines*

#### Call Rates:

Minimum Monthly Cost	\$1,386 /mth
Concurrent Calls	28
Cost of a 13/1300 Number Call	Included
Cost of a 18/1800 Number Call	Included
Incoming Numbers	28 Incoming Numbers
Inbound calls to your 1300 Numbers	7c per min
Inbound calls to your 1800 Numbers	9c per min
International Calls	Standard
Cost of a 13/1300 Number Call	Included

#### INFORMATION ABOUT THE SERVICE

TelTel is a business focused voice over IP provider, providing SIP trunks, Cloud PBX's and Managed Cloud PBX services. We provide you with everything you need to get your existing VoIP system connected to the regular phone network or to setup a brand-new VoIP based phone system in the cloud.

#### WHATS INCLUDED

**Business SIP Trunk Ultimate-28Lines** Includes calls to Australian Mobile, Landline, 1300 and 1800 numbers, as well as twenty-eight incoming phone numbers.

#### WHATS NOT INCLUDED

Calls to international destinations and premium service numbers. SIP hardware is also not included. Due to the nature of the service we may not be able to extend this product to customers who do not agree to waive the customer service guarantee. (CSG).

#### IMPORTANT REQUIREMENTS

It is important to note that all TelTel SIP and Cloud PBX services require the following to function in their intended capacity.

- A high speed wired broadband connection from your premises to an ISP of your choice. Although you may use any 'wireless' internet service, you may find service degradation at some times.
- SIP/VoIP Compatible hardware such as a VoIP compatible handset or ATA. Compatible models may be purchased directly from TelTel's online store. (<https://www.teltel.com.au/online-products/>)

#### BILLING INFORMATION

This plan may be offered to you as a prepaid or post-paid service. Prepaid services rely on you to keep your account topped up with sufficient credit for the service to run. Post-paid services are provided on a monthly account. All services require a credit card and monthly recurring fees are deducted from existing prepaid credit or charged to the credit card on file on the anniversary date of your account creation.

#### MINIMUM CONTRACT TERMS

This package has no minimum contract terms and is provided on a **month-by-month** basis.

#### EARLY TERMINATION FEES

This package does not have any early termination fees and is provided on a **month-by-month** basis.

#### ADDITIONAL FAIR USE TERMS

All calling types advertised as “included” are subject to our Fair Use Terms. Fair use is determined by TelTel as being the standard statistical use of business customers using this service to conduct regular business activities. For the avoidance of doubt, any product which includes call types other than free-call numbers may not be used for outbound call centre activities, telemarketing activities, surveys and any service making use of a ‘dialler’ application. If TelTel determines there is a breach in our fair use policy, we may without notice take action to mitigate damage or over-use of our network including but not limited to account suspension and cancellation.

#### USAGE INFORMATION & BILLING HISTORY

You can access the TELTEL online portal at any time at (<https://clientportal.teltel.com.au>) to view your current call history, costs and available call credit.

#### SPEND MANAGEMENT

TelTel provides several call management and spend usage tools including but not limited too direct credit limits and call type barring. These may be accessed at any time in your customer portal (<https://clientportal.teltel.com.au>).

#### ACCOUNT MANAGEMENT

Your account may be managed through your online portal at (<https://clientportal.teltel.com.au>).

#### CONTACT US

Phone Number: 1300-070-335, Email: [support@teltel.com.au](mailto:support@teltel.com.au)

#### COMPLAINTS

If you wish to make a formal complaint about your service, please see our internal dispute resolution policy here (<https://www.teltel.com.au/terms-and-conditions-2/>)

#### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you have a complaint that you feel has not been adequately handled by TelTel to your satisfaction, you are able to contact the TIO on 1800-062-058 or go to [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)